Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 1

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

Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
None - self employed or 1 other employee	**693**	693	-	-	-	**	-	439	105	4	2	-
	35%	*36%*	*-%*	*-%*	*-%*	**	*-%*	*70%*	*23%*	*3%*	*5%*	*-%*
		bcdf						**bcde**	**cde**	e	e	
2-9	**1227**	1227	-	-	-	**	-	192	338	108	36	45
	61%	*64%*	*-%*	*-%*	*-%*	**	*-%*	*30%*	*76%*	*92%*	*85%*	*75%*
		bcdf							a	**abe**	a	a
10-25	**34**	-	34	-	-	**	34	*	4	4	3	5
	2%	*-%*	*67%*	*-%*	*-%*	**	*43%*	*%*	*1%*	*3%*	*6%*	*9%*
			acdf				**acd**			a	**ab**	**ab**
26-49	**17**	-	17	-	-	**	17	*	1	2	1	4
	1%	*-%*	*33%*	*-%*	*-%*	**	*22%*	*%*	*%*	*1%*	*2%*	*7%*
			acdf				**acd**			a	a	**abc**
50 - 99	**16**	-	-	16	-	**	16	-	*	*	1	3
	1%	*-%*	*-%*	*100%*	*-%*	**	*21%*	*-%*	*%*	*%*	*2%*	*6%*
				abdf			**abd**				**ab**	**abc**
100 - 249	**12**	-	-	-	12	**	12	*	*	*	1	3
	1%	*-%*	*-%*	*-%*	*100%*	**	*15%*	*%*	*%*	*%*	*1%*	*5%*
					abcf		**abc**				a	**abc**
Net: Micro	**1920**	1920	-	-	-	**	-	631	443	113	38	45
	96%	*100%*	*-%*	*-%*	*-%*	**	*-%*	*100%*	*99%*	*95%*	*89%*	*75%*
		bcdf						**cde**	**cde**	e	e	
Net: Small	**52**	-	52	-	-	**	52	1	5	5	3	9
	3%	*-%*	*100%*	*-%*	*-%*	**	*65%*	*%*	*1%*	*4%*	*7%*	*15%*
			acdf				**acd**			**ab**	**ab**	**abc**
Net: Medium	**28**	-	-	16	12	**	28	*	*	*	1	6
	1%	*-%*	*-%*	*100%*	*100%*	**	*35%*	*%*	*%*	*%*	*3%*	*10%*
				abf	**abf**		**ab**				**ab**	**abc**

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 1 (continuation)

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

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
None - self employed or 1 other employee	**693**	41	64	119	30	65	102	64	51	60	595	31	35	32
	35%	*24%*	*42%*	*36%*	*39%*	*38%*	*33%*	*32%*	*32%*	*40%*	*35%*	*33%*	*38%*	*34%*
			a	a	a	a				a	a		a	
2-9	**1227**	123	83	207	44	99	201	128	98	83	1065	55	52	55
	61%	*72%*	*55%*	*62%*	*57%*	*57%*	*65%*	*65%*	*62%*	*55%*	*62%*	*60%*	*55%*	*58%*
		beijklm					l							
10-25	**34**	4	2	3	2	3	3	2	4	3	25	4	3	3
	2%	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*4%*	*3%*	*3%*
												cfj	j	j
26-49	**17**	1	1	2	*	3	2	1	2	2	14	1	1	2
	1%	*1%*	*1%*	*1%*	**%*	*2%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
50 - 99	**16**	2	1	2	1	1	1	1	2	2	12	1	1	2
	1%	*1%*	*1%*	**%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
														j
100 - 249	**12**	1	*	1	1	1	1	1	1	2	9	1	1	1
	1%	*1%*	**%*	**%*	*1%*	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Net: Micro	**1920**	164	147	326	74	163	303	191	148	143	1660	86	87	87
	96%	*96%*	*97%*	*98%*	*96%*	*95%*	*98%*	*98%*	*95%*	*95%*	*97%*	*93%*	*93%*	*92%*
				klm			**klm**	m			**klm**			
Net: Small	**52**	5	2	5	2	6	5	3	5	5	38	4	4	5
	3%	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*5%*	*5%*	*5%*
												j	j	**cfj**
Net: Medium	**28**	2	2	3	2	3	3	1	3	3	22	2	2	3
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*
														j

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 1 (continuation)

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

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
None - self employed or 1 other employee	**693**	61	54	111	**	61	101	60	48	72	592	33	37	31
	35%	*30%*	*43%*	*36%*	**	*40%*	*30%*	*35%*	*30%*	*41%*	*35%*	*33%*	*37%*	*33%*
			af			f				f				
2-9	**1227**	137	67	195	**	81	233	106	105	94	1056	59	56	55
	61%	*67%*	*54%*	*62%*	**	*54%*	*68%*	*62%*	*65%*	*54%*	*62%*	*60%*	*56%*	*58%*
		eil					**beilm**							
10-25	**34**	3	1	3	**	3	4	2	3	3	24	4	3	3
	2%	*2%*	*1%*	*1%*	**	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*4%*	*3%*	*3%*
												cj		j
26-49	**17**	2	1	2	**	3	1	1	2	2	13	1	2	2
	1%	*1%*	*1%*	*1%*	**	*2%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*
50 - 99	**16**	1	1	1	**	1	2	1	1	2	12	1	2	2
	1%	*1%*	*1%*	**%*	**	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*
														j
100 - 249	**12**	1	*	1	**	2	1	1	1	2	9	1	1	1
	1%	**%*	**%*	**%*	**	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Net: Micro	**1920**	198	121	306	**	141	334	166	153	166	1648	92	93	86
	96%	*96%*	*97%*	*98%*	**	*94%*	*98%*	*98%*	*95%*	*95%*	*97%*	*94%*	*93%*	*92%*
				klm			**klm**	m			**klm**			
Net: Small	**52**	5	2	5	**	6	5	3	5	5	38	5	5	5
	3%	*2%*	*2%*	*2%*	**	*4%*	*2%*	*2%*	*3%*	*3%*	*2%*	*5%*	*5%*	*5%*
												j	**fj**	**cfj**
Net: Medium	**28**	2	1	2	**	3	3	1	3	4	21	2	2	3
	1%	*1%*	*1%*	*1%*	**	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*
														j

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
None - self employed or 1 other employee	**693**	**	79	**	53	199	22	28	283	580	113	650	44	619	75
	35%	**	*37%*	**	*33%*	*35%*	*29%*	*34%*	*35%*	*36%* b	*29%*	*36%* b	*24%*	*33%*	*66%* a
2-9	**1227**	**	125	**	98	367	51	51	476	975	252	1103	124	1190	37
	61%	**	*58%*	**	*61%*	*63%*	*66%*	*62%*	*60%*	*60%*	*66%* a	*61%*	*68%* a	*63%* b	*33%*
10-25	**34**	**	4	**	4	6	2	1	15	26	9	30	4	34	*
	2%	**	*2%*	**	*2%*	*1%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*%*
26-49	**17**	**	2	**	3	2	*	1	9	14	4	15	3	17	*
	1%	**	*1%*	**	*2%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*
50 - 99	**16**	**	2	**	1	2	1	*	9	12	5	12	5	16	*
	1%	**	*1%*	**	*1%*	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*3%* a	*1%*	*%*
100 - 249	**12**	**	1	**	1	1	*	1	7	10	2	9	3	12	-
	1%	**	*1%*	**	*1%*	*%*	*%*	*1%*	*1%*	*1%*	*%*	*%*	*2%* a	*1%*	*-%*
Net: Micro	**1920**	**	204	**	151	566	73	79	759	1555	365	1753	167	1808	112
	96%	**	*95%*	**	*95%*	*98%* dh	*95%*	*96%*	*95%*	*96%*	*95%*	*96%* b	*92%*	*96%*	*99%*
Net: Small	**52**	**	6	**	7	8	3	2	24	40	12	45	7	51	1
	3%	**	*3%*	**	*4%* e	*1%*	*4%*	*3%*	*3%*	*2%*	*3%*	*2%*	*4%*	*3%*	*1%*
Net: Medium	**28**	**	4	**	2	4	1	1	15	22	6	21	8	28	*
	1%	**	*2%*	**	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*4%* a	*1%*	*%*

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 1 (continuation)

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

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
None - self employed or 1 other employee	**693**	450	72	154	604	81	6	**	**	**	**	**	685	8	376	229	89
	35%	*38%*	*22%*	*33%*	*38%*	*23%*	*13%*	**	**	**	**	**	*35%*	*15%*	*50%*	*27%*	*22%*
		b		b	**bcj**								**bcj**		**bc**	c	
2-9	**1227**	681	240	288	948	239	35	**	**	**	**	**	1187	40	366	582	279
	61%	*58%*	*74%*	*62%*	*59%*	*69%*	*74%*	**	**	**	**	**	*61%*	*72%*	*49%*	*69%*	*70%*
			ac			**ai**	**ai**							**ai**		a	a
10-25	**34**	21	6	7	24	9	2	**	**	**	**	**	32	2	8	16	11
	2%	*2%*	*2%*	*2%*	*1%*	*3%*	*3%*	**	**	**	**	**	*2%*	*4%*	*1%*	*2%*	*3%*
																	a
26-49	**17**	10	3	5	11	5	1	**	**	**	**	**	16	1	2	9	6
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	**	**	**	**	**	*1%*	*2%*	*%*	*1%*	*2%*
																	a
50 - 99	**16**	9	3	5	8	6	2	**	**	**	**	**	14	2	2	6	8
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*3%*	**	**	**	**	**	*1%*	*4%*	*%*	*1%*	*2%*
						ai	**ai**							**ai**			**ab**
100 - 249	**12**	5	3	4	4	6	2	**	**	**	**	**	10	2	1	3	8
	1%	*%*	*1%*	*1%*	*%*	*2%*	*4%*	**	**	**	**	**	*%*	*4%*	*%*	*%*	*2%*
						ai	**ai**							**ai**			**ab**
Net: Micro	**1920**	1131	312	442	1552	320	42	**	**	**	**	**	1872	48	742	810	368
	96%	*96%*	*96%*	*95%*	*97%*	*92%*	*87%*	**	**	**	**	**	*96%*	*87%*	*98%*	*96%*	*92%*
					bcj								**bcj**		**bc**	c	
Net: Small	**52**	31	8	12	35	14	2	**	**	**	**	**	49	3	10	25	17
	3%	*3%*	*3%*	*3%*	*2%*	*4%*	*5%*	**	**	**	**	**	*3%*	*5%*	*1%*	*3%*	*4%*
						a										a	a
Net: Medium	**28**	14	5	9	12	12	4	**	**	**	**	**	24	4	3	9	16
	1%	*1%*	*2%*	*2%*	*1%*	*3%*	*8%*	**	**	**	**	**	*1%*	*8%*	*%*	*1%*	*4%*
						ai	**ai**							**ai**			**ab**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
None - self employed or 1 other employee	**693**	422	241	472	215	101	352	457	7	**	**	**	**	**	214	**	**	**	**	**	**	**
	35%	*31%*	*28%*	*31%*	*29%*	*20%*	*30%*	*33%*	*10%*	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
		e	e	e	e		e	bcd														
2-9	**1227**	890	570	957	486	360	770	860	57	**	**	**	**	**	462	**	**	**	**	**	**	**
	61%	*64%*	*66%*	*64%*	*66%*	*73%*	*65%*	*63%*	*81%*	**	**	**	**	**	*65%*	**	**	**	**	**	**	**
						abcdf			a													
10-25	**34**	29	18	30	14	12	23	25	2	**	**	**	**	**	13	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
											a											
26-49	**17**	15	12	15	6	7	13	11	2	**	**	**	**	**	6	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
											a											
50 - 99	**16**	15	12	15	7	9	13	12	2	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
100 - 249	**12**	10	9	11	6	6	8	7	1	**	**	**	**	**	6	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*2%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
										a	a											
Net: Micro	**1920**	1312	811	1430	701	461	1123	1317	64	**	**	**	**	**	675	**	**	**	**	**	**	**
	96%	*95%*	*94%*	*95%*	*95%*	*93%*	*95%*	*96%*	*90%*	**	**	**	**	**	*96%*	**	**	**	**	**	**	**
				e				bcd														
Net: Small	**52**	44	30	45	21	20	36	37	4	**	**	**	**	**	19	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*5%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
											a											
Net: Medium	**28**	25	21	26	13	15	21	19	3	**	**	**	**	**	12	**	**	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*4%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
									a	a	a											

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 1 (continuation)

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

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
None - self employed or 1 other employee	693	221	129	98	23	**	87	49	61	19	**	162	**	47	622	72
	35%	46%	33%	23%	12%	**	34%	30%	35%	14%	**	33%	**	23%	35%	32%
		bcd	cd	d			d	d	d			bc				
2-9	1227	245	245	303	150	**	161	103	104	110	**	311	**	139	1079	146
	61%	52%	63%	72%	75%	**	63%	65%	60%	80%	**	64%	**	69%	61%	65%
			a	ab	ab					abc			a			
10-25	34	6	7	9	8	**	3	4	4	3	**	8	**	5	30	4
	2%	1%	2%	2%	4%	**	1%	2%	2%	2%	**	2%	**	3%	2%	2%
					a											
26-49	17	2	2	4	7	**	2	1	2	2	**	3	**	3	16	2
	1%	*%	1%	1%	3%	**	1%	1%	1%	1%	**	1%	**	2%	1%	1%
					abc											
50 - 99	16	1	2	4	7	**	2	1	2	2	**	3	**	3	15	2
	1%	*%	1%	1%	4%	**	1%	1%	1%	1%	**	1%	**	2%	1%	1%
					abc											
100 - 249	12	1	1	3	6	**	1	2	2	1	**	2	**	3	11	1
	1%	*%	*%	1%	3%	**	1%	1%	1%	1%	**	*%	**	2%	1%	*%
					abc											
Net: Micro	1920	466	374	401	173	**	247	152	165	128	**	473	**	186	1700	218
	96%	98%	97%	95%	86%	**	97%	95%	95%	94%	**	97%	**	93%	96%	96%
		cd	d	d								c				
Net: Small	52	8	10	13	14	**	5	5	5	5	**	10	**	9	46	6
	3%	2%	3%	3%	7%	**	2%	3%	3%	4%	**	2%	**	4%	3%	3%
					abc											
Net: Medium	28	2	4	7	14	**	3	3	4	3	**	5	**	6	26	2
	1%	*%	1%	2%	7%	**	1%	2%	2%	2%	**	1%	**	3%	1%	1%
					abc											

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
None - self employed or 1 other employee	**693**	449	24	149	66	443	29	152	64	97	390	35	**
	35%	*31%*	*47%* a	*30%*	*27%*	*31%*	*43%* a	*31%*	*26%*	*30%*	*30%*	*24%*	**
2-9	**1227**	933	24	319	166	921	36	312	174	206	833	98	**
	61%	*64%* b	*48%*	*65%*	*69%*	*64%* b	*53%*	*64%*	*70%*	*64%*	*65%*	*68%*	**
10-25	**34**	28	1	10	5	28	2	9	5	7	26	5	**
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	**
26-49	**17**	15	*	4	2	15	1	4	2	5	15	3	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	**
50 - 99	**16**	15	*	5	2	15	1	4	3	6	14	2	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	**
100 - 249	**12**	11	*	5	1	10	*	5	1	2	10	1	**
	1%	*1%*	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**
Net: Micro	**1920**	1381	48	468	233	1364	65	464	237	303	1223	133	**
	96%	*95%*	*95%*	*95%*	*96%*	*95%*	*95%*	*95%*	*95%*	*94%*	*95%*	*92%*	**
Net: Small	**52**	43	2	14	7	43	2	13	7	12	41	8	**
	3%	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*6%*	**
Net: Medium	**28**	25	*	10	3	25	1	9	4	8	24	4	**
	1%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*3%*	*2%*	*2%*	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
None - self employed or 1 other employee	**693**	90	193	34	**	153	121	60	**	400	234	170	343	266	**
	35%	*32%*	*26%*	*30%*	**	*29%*	*26%*	*34%*	**	*30%*	*28%*	*29%*	*29%*	*29%*	**
								b					c	c	
2-9	**1227**	176	498	69	**	355	313	106	**	869	552	389	778	597	**
	61%	*62%*	*68%*	*62%*	**	*67%*	*68%*	*61%*	**	*65%*	*66%*	*66%*	*66%*	*65%*	**
															ab
10-25	**34**	5	16	3	**	8	11	4	**	27	18	11	23	20	**
	2%	*2%*	*2%*	*3%*	**	*2%*	*2%*	*2%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
26-49	**17**	4	10	2	**	4	4	2	**	15	11	5	13	11	**
	1%	*2%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
															ab
50 - 99	**16**	5	11	2	**	5	5	2	**	15	11	6	12	11	**
	1%	*2%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
100 - 249	**12**	2	8	1	**	4	4	1	**	10	9	6	9	8	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*1%*	*%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Net: Micro	**1920**	266	691	102	**	507	435	167	**	1269	786	559	1122	863	**
	96%	*94%*	*94%*	*93%*	**	*96%*	*95%*	*95%*	**	*95%*	*94%*	*95%*	*95%*	*94%*	**
													c	c	
Net: Small	**52**	10	26	5	**	12	15	6	**	42	29	16	36	31	**
	3%	*3%*	*4%*	*5%*	**	*2%*	*3%*	*3%*	**	*3%*	*3%*	*3%*	*3%*	*3%*	**
															ab
Net: Medium	**28**	7	19	3	**	9	9	2	**	25	21	12	22	19	**
	1%	*3%*	*3%*	*3%*	**	*2%*	*2%*	*1%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
None - self employed or 1 other employee	**693**	97	81	98	37	23	353	287	20	**	**	**	620	459	622	472	661
	35%	*24%*	*28%*	*28%*	*38%* a	*26%*	*31%*	*31%*	*27%*	**	**	**	*34%*	*31%*	*33%*	*31%*	*34%*
2-9	**1227**	281	195	240	57	60	745	600	52	**	**	**	1151	952	1157	964	1199
	61%	*70%* d	*67%*	*68%*	*59%*	*69%*	*65%*	*64%*	*68%*	**	**	**	*62%*	*64%*	*62%*	*64%*	*62%*
10-25	**34**	8	6	5	2	1	23	20	2	**	**	**	33	29	33	29	34
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	*3%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
26-49	**17**	5	3	3	1	1	12	11	*	**	**	**	17	16	17	15	17
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
50 - 99	**16**	5	4	4	*	1	12	10	1	**	**	**	16	14	16	15	16
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
100 - 249	**12**	4	2	3	*	*	9	8	1	**	**	**	11	11	11	10	11
	1%	*1%*	*1%*	*1%*	*%*	*%*	*1%*	*1%*	*1%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Net: Micro	**1920**	378	275	338	94	83	1098	887	72	**	**	**	1771	1411	1779	1437	1860
	96%	*94%*	*95%*	*96%*	*96%*	*95%*	*95%*	*95%*	*95%*	**	**	**	*96%*	*95%*	*96%*	*95%*	*96%*
Net: Small	**52**	13	9	7	3	3	36	31	2	**	**	**	50	45	50	45	51
	3%	*3%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
Net: Medium	**28**	9	6	7	1	1	21	19	1	**	**	**	27	25	27	25	28
	1%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*2%*	**	**	**	*1%*	*2%*	*1%*	*2%*	*1%*

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
None - self employed or 1 other employee	693	351	625	129	**	545	34	123	526	115	**	26	108	77	539	77
	35%	32%	34%	32%	**	35%	42%	37%	33%	31%	**	26%	33%	34%	37%	24%
														c	c	
2-9	1227	706	1159	256	**	968	45	193	984	238	**	68	207	136	860	226
	61%	64%	62%	63%	**	61%	56%	59%	63%	65%	**	69%	63%	61%	59%	71%
																ab
10-25	34	22	33	9	**	29	1	6	27	7	**	2	7	5	22	7
	2%	2%	2%	2%	**	2%	1%	2%	2%	2%	**	2%	2%	2%	2%	2%
26-49	17	11	17	4	**	14	*	3	14	3	**	1	3	3	12	2
	1%	1%	1%	1%	**	1%	*%	1%	1%	1%	**	1%	1%	1%	1%	1%
50 - 99	16	11	16	5	**	13	*	2	14	4	**	1	4	2	11	3
	1%	1%	1%	1%	**	1%	*%	1%	1%	1%	**	1%	1%	1%	1%	1%
100 - 249	12	8	12	3	**	10	*	2	10	2	**	1	2	2	8	2
	1%	1%	1%	1%	**	1%	1%	1%	1%	1%	**	1%	1%	1%	1%	1%
Net: Micro	1920	1057	1784	385	**	1513	79	316	1510	354	**	93	315	213	1399	303
	96%	95%	96%	95%	**	96%	98%	96%	96%	96%	**	96%	95%	95%	96%	95%
Net: Small	52	33	50	13	**	43	1	9	41	10	**	3	9	8	34	9
	3%	3%	3%	3%	**	3%	1%	3%	3%	3%	**	3%	3%	3%	2%	3%
Net: Medium	28	18	27	8	**	22	1	4	23	6	**	1	6	3	19	6
	1%	2%	1%	2%	**	1%	1%	1%	1%	2%	**	2%	2%	2%	1%	2%

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
None - self employed or 1 other employee	**693**	97	58	537	300	394
	35%	*36%*	*43%*	*34%*	*28%*	*43%* a
2-9	**1227**	164	72	977	730	497
	61%	*61%*	*54%*	*62%*	*68%* b	*54%*
10-25	**34**	3	2	28	20	14
	2%	*1%*	*2%*	*2%*	*2%*	*2%*
26-49	**17**	2	1	14	9	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
50 - 99	**16**	1	1	14	10	6
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
100 - 249	**12**	1	1	9	7	5
	1%	**%*	*1%*	*1%*	*1%*	*1%*
Net: Micro	**1920**	261	130	1514	1030	890
	96%	*97%*	*96%*	*96%*	*96%*	*96%*
Net: Small	**52**	5	3	42	29	23
	3%	*2%*	*2%*	*3%*	*3%*	*2%*
Net: Medium	**28**	2	2	23	17	11
	1%	*1%*	*2%*	*1%*	*2%*	*1%*

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
None - self employed or 1 other employee	**693**	52	69	54	62	61	54	32	52	86	50	72	49
	35%	*29%*	*41%*	*36%*	*30%*	*34%*	*47%*	*27%*	*36%*	*36%*	*28%*	*36%*	*39%*
			adgj				**adegj**						g
2-9	**1227**	119	95	90	134	111	57	78	88	145	116	121	72
	61%	*66%*	*57%*	*59%*	*65%*	*63%*	*49%*	*65%*	*61%*	*61%*	*67%*	*61%*	*56%*
		f			f	f		f		f	**fl**	f	
10-25	**34**	4	2	3	5	2	2	4	2	3	3	2	2
	2%	*2%*	*1%*	*2%*	*2%*	*1%*	*2%*	*3%*	*1%*	*1%*	*2%*	*1%*	*2%*
26-49	**17**	2	1	2	2	1	1	2	1	2	2	1	1
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*
50 - 99	**16**	2	1	2	2	1	1	1	1	1	2	1	2
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*2%*
100 - 249	**12**	1	1	1	1	1	1	1	1	1	1	1	1
	1%	**%*	**%*	*1%*	**%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*	**%*	*1%*
Net: Micro	**1920**	171	165	144	197	172	111	110	139	231	166	193	121
	96%	*95%*	*98%*	*95%*	*95%*	*97%*	*96%*	*92%*	*97%*	*97%*	*96%*	*97%*	*95%*
			g							g		g	
Net: Small	**52**	6	2	5	7	3	3	7	3	4	5	4	4
	3%	*3%*	*1%*	*3%*	*3%*	*2%*	*2%*	*6%*	*2%*	*2%*	*3%*	*2%*	*3%*
Net: Medium	**28**	3	1	3	3	2	2	3	2	2	3	2	3
	1%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
None - self employed or 1 other employee	**693**	175	177	170	171
	35%	*35%*	*35%*	*34%*	*34%*
2-9	**1227**	305	303	310	309
	61%	*61%*	*61%*	*62%*	*62%*
10-25	**34**	9	9	9	8
	2%	*2%*	*2%*	*2%*	*2%*
26-49	**17**	4	4	5	4
	1%	*1%*	*1%*	*1%*	*1%*
50 - 99	**16**	4	4	3	5
	1%	*1%*	*1%*	*1%*	*1%*
100 - 249	**12**	3	3	3	3
	1%	*1%*	*1%*	*1%*	*1%*
Net: Micro	**1920**	480	480	480	480
	96%	*96%*	*96%*	*96%*	*96%*
Net: Small	**52**	13	13	14	12
	3%	*3%*	*3%*	*3%*	*2%*
Net: Medium	**28**	7	7	6	8
	1%	*1%*	*1%*	*1%*	*2%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 2

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

Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Up to £49,999	**340**	340	*	-	-	**	*	340	-	-	-	-
	17%	*18%*	**%*	-%	-%	**	**%*	*54%*	-%	-%	-%	-%
		bcdf						**bcde**				
£50,000 - £99,999	**292**	291	1	-	*	**	1	292	-	-	-	-
	15%	*15%*	*1%*	-%	*1%*	**	*1%*	*46%*	-%	-%	-%	-%
		bcdf						**bcde**				
£100,000 - £199,999	**197**	196	1	-	-	**	1	-	197	-	-	-
	10%	*10%*	*3%*	-%	-%	**	*2%*	-%	*44%*	-%	-%	-%
		bcdf	c						**acde**			
£200,000 - £299,999	**123**	122	1	-	-	**	1	-	123	-	-	-
	6%	*6%*	*3%*	-%	-%	**	*2%*	-%	*28%*	-%	-%	-%
		bcdf							**acde**			
£300,000 - £399,999	**72**	71	1	-	-	**	1	-	72	-	-	-
	4%	*4%*	*2%*	-%	-%	**	*2%*	-%	*16%*	-%	-%	-%
		cf							**acde**			
£400,000 - £499,999	**55**	53	1	*	*	**	1	-	55	-	-	-
	3%	*3%*	*2%*	**%*	*1%*	**	*2%*	-%	*12%*	-%	-%	-%
									acde			
£500,000 - £749,999	**61**	57	3	*	*	**	3	-	-	61	-	-
	3%	*3%*	*6%*	*2%*	*1%*	**	*4%*	-%	-%	*52%*	-%	-%
			acd							**abde**		
£750,000 - £999,999	**57**	55	2	-	-	**	2	-	-	57	-	-
	3%	*3%*	*4%*	-%	-%	**	*3%*	-%	-%	*48%*	-%	-%
		c	**cd**							**abde**		
£1,000,000 - £1,499,999	**43**	38	3	1	1	**	5	-	-	-	43	-
	2%	*2%*	*6%*	*6%*	*4%*	**	*6%*	-%	-%	-%	*100%*	-%
			a	a			a				**abce**	
£1,500,000 - £1,999,999	**16**	15	2	-	-	**	2	-	-	-	-	16
	1%	*1%*	*3%*	-%	-%	**	*2%*	-%	-%	-%	-%	*28%*
			ac				a					**abcd**
£2,000,000 - £4,999,999	**26**	20	5	1	1	**	7	-	-	-	-	26
	1%	*1%*	*9%*	*8%*	*8%*	**	*8%*	-%	-%	-%	-%	*44%*
			a	a	a		a					**abcd**
£5,000,000 +	**17**	10	3	2	2	**	7	-	-	-	-	17
	1%	*1%*	*5%*	*12%*	*16%*	**	*8%*	-%	-%	-%	-%	*28%*
			a	**ab**	**abf**		a					**abcd**
Don't know / not sure	**576**	530	27	11	8	**	46	-	-	-	-	-
	29%	*28%*	*53%*	*68%*	*67%*	**	*58%*	-%	-%	-%	-%	-%
			a	**abf**	**ab**		a					
Refused	**124**	121	1	1	*	**	2	-	-	-	-	-
	6%	*6%*	*3%*	*4%*	*2%*	**	*3%*	-%	-%	-%	-%	-%
		bf										
Net:<£200,000	**829**	827	2	-	*	**	2	632	197	-	-	-
	41%	*43%*	*4%*	-%	*1%*	**	*3%*	*100%*	*44%*	-%	-%	-%
		bcdf	c				c	**bcde**	**cde**			

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Net: £200,000 - <£500 ,000	**250**	247	4	*	*	**	4	-	250	-	-	-
	13%	*13%*	*7%*	**%*	*1%*	**	*5%*	-%	*56%*	-%	-%	-%
		bcdf	**cd**				c		**acde**			
Net: £500,000 - <£1,000 ,000	**118**	113	5	*	*	**	6	-	-	118	-	-
	6%	*6%*	*10%*	*2%*	*1%*	**	*7%*	-%	-%	*100%*	-%	-%
		cd	**acd**				**cd**			**abde**		
Net: £1,000,000 - <£2 ,000,000	**59**	53	5	1	1	**	6	-	-	-	43	16
	3%	*3%*	*9%*	*6%*	*4%*	**	*8%*	-%	-%	-%	*100%*	*28%*
			a				a				**abce**	**abc**
Net: >£2,000,000	**43**	30	7	3	3	**	13	-	-	-	-	43
	2%	*2%*	*14%*	*20%*	*23%*	**	*17%*	-%	-%	-%	-%	*72%*
			a	a	**ab**		a					**abcd**

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Up to £49,999	**340**	30	24	59	17	23	51	34	26	25	290	18	16	17
	17%	*17%*	*16%*	*18%*	*23%*	*14%*	*16%*	*17%*	*17%*	*16%*	*17%*	*19%*	*17%*	*18%*
£50,000 - £99,999	**292**	24	40	41	11	30	38	27	27	20	258	14	12	8
	15%	*14%*	*26%*	*12%*	*15%*	*17%*	*12%*	*14%*	*18%*	*13%*	*15%*	*15%*	*13%*	*8%*
			acfgijkl m			m			m		m	m		
£100,000 - £199,999	**197**	20	9	30	4	27	40	12	8	15	165	9	12	11
	10%	*12%*	*6%*	*9%*	*6%*	*16%*	*13%*	*6%*	*5%*	*10%*	*10%*	*10%*	*13%*	*12%*
						bcghj	**gh**						**gh**	h
£200,000 - £299,999	**123**	10	11	18	7	2	19	25	9	8	109	1	7	6
	6%	*6%*	*7%*	*5%*	*9%*	*1%*	*6%*	*13%*	*6%*	*5%*	*6%*	*1%*	*8%*	*7%*
		ek	**ek**	**ek**	**ek**		**ek**	**cefijkm**	**ek**	k	**ek**		**ek**	**ek**
£300,000 - £399,999	**72**	13	2	14	-	4	17	4	4	4	63	3	3	3
	4%	*8%*	*1%*	*4%*	*-%*	*3%*	*5%*	*2%*	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*
		bdgj												
£400,000 - £499,999	**55**	4	5	16	-	4	8	4	5	4	49	3	2	-
	3%	*2%*	*3%*	*5%*	*-%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*-%*
		m	m	m		m	m	m	m	m	m	m	m	
£500,000 - £749,999	**61**	9	5	8	2	4	11	6	7	2	55	2	1	3
	3%	*5%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*4%*	*1%*	*3%*	*3%*	*1%*	*3%*
		l							l					
£750,000 - £999,999	**57**	6	*	18	-	4	6	7	4	4	48	3	3	3
	3%	*3%*	**%*	*5%*	*-%*	*2%*	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*
				bfj										
£1,000,000 - £1,499,999	**43**	*	5	8	2	5	8	4	1	6	40	1	1	1
	2%	**%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	**%*	*4%*	*2%*	*1%*	*1%*	*1%*
										alm				
£1,500,000 - £1,999,999	**16**	*	2	*	-	2	7	2	*	-	14	1	2	*
	1%	**%*	*1%*	**%*	*-%*	*1%*	*2%*	*1%*	**%*	*-%*	*1%*	*1%*	*2%*	**%*
							cjm						**cm**	
£2,000,000 - £4,999,999	**26**	1	2	7	-	2	2	5	1	3	23	1	*	1
	1%	*1%*	*2%*	*2%*	*-%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	**%*	*2%*
								l						
£5,000,000 +	**17**	*	*	1	-	1	3	*	6	3	15	*	*	1
	1%	**%*	**%*	**%*	*-%*	**%*	*1%*	**%*	*4%*	*2%*	*1%*	**%*	**%*	*1%*
									acegjkl	**ck**				
Don't know / not sure	**576**	44	39	101	25	52	82	51	46	42	483	30	28	35
	29%	*26%*	*26%*	*30%*	*32%*	*30%*	*26%*	*26%*	*30%*	*28%*	*28%*	*33%*	*30%*	*37%*
														afgj
Refused	**124**	10	6	15	8	11	17	15	12	14	109	4	6	5
	6%	*6%*	*4%*	*4%*	*11%*	*7%*	*6%*	*8%*	*7%*	*10%*	*6%*	*5%*	*6%*	*5%*
Net:<£200,000	**829**	74	72	130	33	81	128	73	61	60	712	41	40	36
	41%	*43%*	*48%*	*39%*	*43%*	*47%*	*41%*	*37%*	*39%*	*40%*	*41%*	*45%*	*43%*	*38%*
Net: £200,000 - <£500 ,000	**250**	27	18	47	7	10	45	33	18	16	221	7	13	10
	13%	*16%*	*12%*	*14%*	*9%*	*6%*	*14%*	*17%*	*11%*	*11%*	*13%*	*8%*	*14%*	*10%*
		ek		**ek**			**ek**	**ek**			**ek**		**ek**	

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Net: £500,000 - <£1,000,000	**118**	15	6	26	2	8	17	13	11	6	103	6	4	6
	6%	*9%*	*4%*	*8%*	*3%*	*5%*	*5%*	*6%*	*7%*	*4%*	*6%*	*6%*	*4%*	*6%*
Net: £1,000,000 - <£2,000,000	**59**	1	7	8	2	7	15	6	1	6	54	2	3	1
	3%	**%*	*5%*	*2%*	*3%*	*4%*	*5%*	*3%*	*1%*	*4%*	*3%*	*2%*	*3%*	*1%*
			am				**ahm**			a				
Net: >£2,000,000	**43**	1	3	7	-	3	6	5	7	6	39	2	*	3
	2%	*1%*	*2%*	*2%*	*-%*	*2%*	*2%*	*3%*	*5%*	*4%*	*2%*	*2%*	**%*	*3%*
									l	l				l

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Up to £49,999	**340**	40	21	55	**	20	51	30	27	32	290	18	16	17
	17%	*20%*	*17%*	*18%*	**	*13%*	*15%*	*18%*	*17%*	*18%*	*17%*	*18%*	*16%*	*18%*
£50,000 - £99,999	**292**	21	39	33	**	28	49	25	28	20	256	17	12	7
	15%	*10%*	*31%*	*11%*	**	*19%*	*14%*	*15%*	*18%*	*11%*	*15%*	*17%*	*12%*	*8%*
			acefghij klm		m	**cm**	m	m	m		m	m		
£100,000 - £199,999	**197**	29	6	28	**	21	35	10	8	18	163	9	14	11
	10%	*14%*	*5%*	*9%*	**	*14%*	*10%*	*6%*	*5%*	*10%*	*10%*	*9%*	*14%*	*12%*
		bgh				**bgh**							**bghj**	h
£200,000 - £299,999	**123**	16	-	13	**	3	26	21	16	10	109	1	7	6
	6%	*8%*	*-%*	*4%*	**	*2%*	*7%*	*12%*	*10%*	*6%*	*6%*	*1%*	*7%*	*7%*
		bek		k	**bk**		**bek**	**bcejk**	**bcek**	**bk**	**bek**		**bek**	**bek**
£300,000 - £399,999	**72**	13	2	15	**	4	11	8	4	4	63	4	3	3
	4%	*6%*	*2%*	*5%*	**	*3%*	*3%*	*5%*	*3%*	*2%*	*4%*	*4%*	*3%*	*4%*
£400,000 - £499,999	**55**	4	5	12	**	4	12	4	5	4	49	3	2	-
	3%	*2%*	*4%*	*4%*	**	*3%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*-%*
		m	m	m		m	m	m	m	m	m	m	m	
£500,000 - £749,999	**61**	11	4	6	**	4	13	4	9	2	54	2	1	3
	3%	*5%*	*3%*	*2%*	**	*3%*	*4%*	*2%*	*5%*	*1%*	*3%*	*3%*	*1%*	*3%*
		l							l					
£750,000 - £999,999	**57**	6	-	16	**	4	10	5	4	4	48	3	3	3
	3%	*3%*	*-%*	*5%*	**	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*
				b										
£1,000,000 - £1,499,999	**43**	*	3	10	**	6	10	2	1	6	40	1	1	1
	2%	*%*	*2%*	*3%*	**	*4%*	*3%*	*1%*	*%*	*4%*	*2%*	*1%*	*1%*	*1%*
				a		**alm**				a				
£1,500,000 - £1,999,999	**16**	2	2	*	**	2	5	2	*	-	14	1	2	*
	1%	*1%*	*2%*	*%*	**	*1%*	*2%*	*1%*	*%*	*-%*	*1%*	*1%*	*2%*	*%*
													c	
£2,000,000 - £4,999,999	**26**	1	2	2	**	2	7	5	1	3	23	1	*	1
	1%	*%*	*2%*	*1%*	**	*2%*	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*%*	*2%*
								l						
£5,000,000 +	**17**	1	*	1	**	1	3	*	6	4	15	*	*	1
	1%	*%*	*%*	*%*	**	*%*	*1%*	*%*	*4%*	*2%*	*1%*	*%*	*%*	*1%*
									acfgjkl	k				
Don't know / not sure	**576**	47	33	107	**	40	89	42	45	50	474	35	32	35
	29%	*23%*	*26%*	*34%*	**	*26%*	*26%*	*25%*	*28%*	*28%*	*28%*	*35%*	*32%*	*37%*
				afj								**afgj**		**aefgj**
Refused	**124**	14	7	14	**	11	21	11	7	18	109	4	6	5
	6%	*7%*	*6%*	*5%*	**	*8%*	*6%*	*7%*	*4%*	*10%*	*6%*	*4%*	*6%*	*5%*
										ckm				
Net:<£200,000	**829**	90	66	116	**	69	135	66	63	70	708	43	42	35
	41%	*44%*	*53%*	*37%*	**	*46%*	*40%*	*39%*	*39%*	*40%*	*41%*	*44%*	*42%*	*38%*
			cfgjm											
Net: £200,000 - <£500 ,000	**250**	33	7	41	**	11	49	33	25	18	221	8	12	10
	13%	*16%*	*6%*	*13%*	**	*7%*	*14%*	*19%*	*15%*	*11%*	*13%*	*8%*	*12%*	*10%*
		bek					**bek**	**bdeijkm**	**bek**		k			

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Net: £500,000 - <£1,000,000	**118**	17	4	22	**	8	22	9	13	6	103	6	4	6
	6%	*8%*	*3%*	*7%*	**	*5%*	*6%*	*5%*	*8%*	*4%*	*6%*	*6%*	*4%*	*6%*
Net: £1,000,000 - <£2,000,000	**59**	2	5	10	**	8	16	4	1	6	54	2	3	1
	3%	*1%*	*4%*	*3%*	**	*6%*	*5%*	*2%*	*1%*	*4%*	*3%*	*2%*	*3%*	*1%*
						ahm	m							
Net: >£2,000,000	**43**	1	3	3	**	3	10	5	7	6	38	2	1	3
	2%	*1%*	*2%*	*1%*	**	*2%*	*3%*	*3%*	*5%*	*3%*	*2%*	*2%*	*1%*	*3%*
							l		**acl**	l				l

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 2 (continuation)

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

Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Up to £49,999	**340**	**	31	**	16	88	16	10	166	276	63	313	27	303	37
	17%	**	*14%*	**	*10%*	*15%*	*20%*	*13%*	*21%*	*17%*	*17%*	*17%*	*15%*	*16%*	*33%*
				d			d		**bde**						a
£50,000 - £99,999	**292**	**	35	**	26	85	12	5	127	244	47	277	15	275	17
	15%	**	*16%*	**	*16%*	*15%*	*15%*	*6%*	*16%*	*15%*	*12%*	*15%*	*8%*	*15%*	*15%*
			cg		**cg**	**cg**	c		**cg**			b			
£100,000 - £199,999	**197**	**	20	**	9	55	9	13	84	146	51	183	15	193	5
	10%	**	*9%*	**	*6%*	*9%*	*12%*	*16%*	*10%*	*9%*	*13%*	*10%*	*8%*	*10%*	*4%*
								d			a				
£200,000 - £299,999	**123**	**	16	**	10	43	8	1	39	105	18	109	15	119	5
	6%	**	*8%*	**	*6%*	*7%*	*11%*	*2%*	*5%*	*7%*	*5%*	*6%*	*8%*	*6%*	*4%*
			g	**gh**		g	**gh**								
£300,000 - £399,999	**72**	**	12	**	5	15	3	3	29	62	11	70	3	70	3
	4%	**	*6%*	**	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*2%*	*4%*	*2%*
			e												
£400,000 - £499,999	**55**	**	8	**	6	16	5	2	14	46	9	50	5	55	-
	3%	**	*4%*	**	*4%*	*3%*	*6%*	*2%*	*2%*	*3%*	*2%*	*3%*	*3%*	*3%*	*-%*
							h								
£500,000 - £749,999	**61**	**	7	**	7	24	1	4	18	52	9	58	2	61	*
	3%	**	*4%*	**	*4%*	*4%*	*1%*	*5%*	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*%*
£750,000 - £999,999	**57**	**	1	**	13	23	1	1	17	42	16	53	5	57	-
	3%	**	*%*	**	*8%*	*4%*	*1%*	*1%*	*2%*	*3%*	*4%*	*3%*	*3%*	*3%*	*-%*
					befgh	**bh**									
£1,000,000 - £1,499,999	**43**	**	9	**	3	15	*	-	14	35	8	39	4	43	-
	2%	**	*4%*	**	*2%*	*3%*	*%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*
		fg	h												
£1,500,000 - £1,999,999	**16**	**	*	**	1	11	-	-	4	13	3	15	2	15	2
	1%	**	*%*	**	*1%*	*2%*	*-%*	*-%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*
						h									
£2,000,000 - £4,999,999	**26**	**	7	**	10	5	*	-	4	22	4	23	3	26	-
	1%	**	*3%*	**	*6%*	*1%*	*1%*	*-%*	*%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*
			eh		**efgh**										
£5,000,000 +	**17**	**	4	**	1	9	*	1	2	13	4	16	1	15	2
	1%	**	*2%*	**	*1%*	*1%*	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*1%*	*2%*
			h			h		h							
Don't know / not sure	**576**	**	51	**	46	147	18	36	245	464	113	495	82	547	29
	29%	**	*24%*	**	*29%*	*25%*	*24%*	*44%*	*31%*	*29%*	*29%*	*27%*	*45%*	*29%*	*26%*
								bdefh	**be**				a		
Refused	**124**	**	13	**	6	44	4	5	37	96	27	119	5	110	14
	6%	**	*6%*	**	*3%*	*8%*	*6%*	*6%*	*5%*	*6%*	*7%*	*7%*	*3%*	*6%*	*12%*
		bdefgh		**bdh**		h						b			a
Net:<£200,000	**829**	**	85	**	51	227	37	29	377	667	162	773	56	771	58
	41%	**	*40%*	**	*32%*	*39%*	*47%*	*35%*	*47%*	*41%*	*42%*	*43%*	*31%*	*41%*	*51%*
							d		**adeg**			b			a

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Net: £200,000 - <£500,000	**250**	**	36	**	22	74	16	7	81	213	38	228	22	243	7
	13%	**	*17%*	**	*14%*	*13%*	*21%*	*8%*	*10%*	*13%*	*10%*	*13%*	*12%*	*13%*	*7%*
			agh				**aegh**			b					
Net: £500,000 - <£1,000,000	**118**	**	8	**	20	46	1	5	35	93	25	111	7	118	*
	6%	**	*4%*	**	*12%*	*8%*	*2%*	*6%*	*4%*	*6%*	*6%*	*6%*	*4%*	*6%*	*%*
					abcfh	**bfh**								b	
Net: £1,000,000 - <£2,000,000	**59**	**	9	**	4	26	*	-	17	48	12	53	6	57	2
	3%	**	*4%*	**	*2%*	*4%*	*%*	*-%*	*2%*	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*
		fg				**fgh**									
Net: >£2,000,000	**43**	**	11	**	11	14	1	1	5	35	8	39	4	41	2
	2%	**	*5%*	**	*7%*	*2%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*
			h		**efh**	h									

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Up to £49,999	340 17%	223 19% b	40 12%	72 16%	315 20% bcj	25 7% cj	- -%	** **	** **	** **	** **	** **	340 17% bcj	- -%	209 28% bc	105 12% c	25 6%
£50,000 - £99,999	292 15%	174 15%	48 15%	67 15%	248 15% b	39 11%	6 12%	** **	** **	** **	** **	** **	286 15%	6 11%	125 17% c	123 15%	44 11%
£100,000 - £199,999	197 10%	131 11%	25 8%	37 8%	169 11% b	19 6%	9 18% bi	** **	** **	** **	** **	** **	189 10% b	9 15% b	82 11% c	87 10% c	28 7%
£200,000 - £299,999	123 6%	69 6%	26 8%	28 6%	97 6%	21 6%	3 6%	** **	** **	** **	** **	** **	119 6%	5 8%	40 5%	57 7%	26 6%
£300,000 - £399,999	72 4%	52 4% c	9 3%	11 2%	51 3%	21 6% ai	1 1%	** **	** **	** **	** **	** **	72 4%	1 1%	20 3%	31 4%	21 5% a
£400,000 - £499,999	55 3%	29 2%	11 3%	13 3%	27 2%	26 7% ai	2 4%	** **	** **	** **	** **	** **	53 3% a	2 3%	4 *%	23 3% a	28 7% ab
£500,000 - £749,999	61 3%	29 3%	10 3%	22 5% a	31 2%	25 7% ai	2 5%	** **	** **	** **	** **	** **	57 3%	4 7% ai	12 2%	19 2%	30 7% ab
£750,000 - £999,999	57 3%	36 3%	9 3%	12 3%	42 3%	11 3%	2 4%	** **	** **	** **	** **	** **	53 3%	5 8% abi	16 2%	26 3%	16 4%
£1,000,000 - £1,499,999	43 2%	23 2%	10 3%	10 2%	30 2%	9 3%	5 9% abi	** **	** **	** **	** **	** **	38 2%	5 8% abi	6 1%	24 3% a	13 3% a
£1,500,000 - £1,999,999	16 1%	7 1%	2 1%	7 1%	12 1%	3 1%	2 4% abi	** **	** **	** **	** **	** **	14 1%	2 4% abi	5 1%	7 1%	5 1%
£2,000,000 - £4,999,999	26 1%	10 1%	9 3% a	6 1%	14 1%	11 3% ai	1 2%	** **	** **	** **	** **	** **	25 1%	1 2%	* *%	14 2% a	12 3% a
£5,000,000 +	17 1%	11 1%	2 *%	4 1%	6 *%	9 3% ai	1 3% ai	** **	** **	** **	** **	** **	15 1%	2 4% ai	* *%	6 1%	11 3% ab
Don't know / not sure	576 29%	311 26%	108 33% a	141 30%	460 29%	103 30%	13 28%	** **	** **	** **	** **	** **	563 29%	14 25%	190 25%	270 32% a	117 29%
Refused	124 6%	69 6%	16 5%	34 7%	98 6%	24 7%	2 4%	** **	** **	** **	** **	** **	122 6%	2 3%	45 6%	53 6%	26 6%
Net:<£200,000	829 41%	528 45% bc	114 35%	177 38%	732 46% bcij	83 24%	14 30%	** **	** **	** **	** **	** **	815 42% bcj	14 26%	416 55% bc	315 37% c	98 24%
Net: £200,000 - <£500,000	250 13%	151 13%	45 14%	52 11%	175 11%	68 20% ai	5 11%	** **	** **	** **	** **	** **	243 13%	7 13%	64 8%	112 13% a	75 19% ab

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Net: £500,000 - <£1,000,000	**118**	66	19	33	73	37	4	**	**	**	**	**	109	9	28	45	45
	6%	*6%*	*6%*	*7%*	*5%*	*11%*	*9%*	**	**	**	**	**	*6%*	*16%*	*4%*	*5%*	*11%*
						ai								**ai**			**ab**
Net: £1,000,000 - <£2,000,000	**59**	30	13	16	41	11	7	**	**	**	**	**	53	7	11	30	18
	3%	*3%*	*4%*	*4%*	*3%*	*3%*	*14%*	**	**	**	**	**	*3%*	*12%*	*1%*	*4%*	*4%*
							abi							**abi**		a	a
Net: >£2,000,000	**43**	21	11	11	20	20	2	**	**	**	**	**	40	3	1	19	23
	2%	*2%*	*3%*	*2%*	*1%*	*6%*	*5%*	**	**	**	**	**	*2%*	*6%*	*%*	*2%*	*6%*
						ai	a							**ai**		a	**ab**

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	2000	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	2000	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Up to £49,999	**340**	195	107	217	101	50	167	207	5	**	**	**	**	**	101	**	**	**	**	**	**	**
	17%	14%	12%	14%	14%	10%	14%	15%	7%	**	**	**	**	**	14%	**	**	**	**	**	**	**
		e		e	e		e	b														
£50,000 - £99,999	**292**	198	132	223	111	60	161	212	5	**	**	**	**	**	108	**	**	**	**	**	**	**
	15%	14%	15%	15%	15%	12%	14%	15%	7%	**	**	**	**	**	15%	**	**	**	**	**	**	**
								bd														
£100,000 - £199,999	**197**	145	79	152	65	38	122	144	3	**	**	**	**	**	64	**	**	**	**	**	**	**
	10%	11%	9%	10%	9%	8%	10%	11%	4%	**	**	**	**	**	9%	**	**	**	**	**	**	**
		e						b			b											
£200,000 - £299,999	**123**	87	45	93	42	33	74	84	5	**	**	**	**	**	42	**	**	**	**	**	**	**
	6%	6%	5%	6%	6%	7%	6%	6%	7%	**	**	**	**	**	6%	**	**	**	**	**	**	**
£300,000 - £399,999	**72**	56	37	61	23	27	51	56	4	**	**	**	**	**	23	**	**	**	**	**	**	**
	4%	4%	4%	4%	3%	6%	4%	4%	5%	**	**	**	**	**	3%	**	**	**	**	**	**	**
						d																
£400,000 - £499,999	**55**	37	23	42	33	15	40	37	4	**	**	**	**	**	33	**	**	**	**	**	**	**
	3%	3%	3%	3%	4%	3%	3%	3%	5%	**	**	**	**	**	5%	**	**	**	**	**	**	**
					abc																	
£500,000 - £749,999	**61**	40	29	47	36	25	39	43	4	**	**	**	**	**	31	**	**	**	**	**	**	**
	3%	3%	3%	3%	5%	5%	3%	3%	5%	**	**	**	**	**	4%	**	**	**	**	**	**	**
					ac	ac																
£750,000 - £999,999	**57**	44	33	47	21	17	36	42	1	**	**	**	**	**	19	**	**	**	**	**	**	**
	3%	3%	4%	3%	3%	3%	3%	3%	2%	**	**	**	**	**	3%	**	**	**	**	**	**	**
											ab											
£1,000,000 - £1,499,999	**43**	35	20	37	19	9	26	29	3	**	**	**	**	**	19	**	**	**	**	**	**	**
	2%	3%	2%	2%	3%	2%	2%	2%	5%	**	**	**	**	**	3%	**	**	**	**	**	**	**
										a												
£1,500,000 - £1,999,999	**16**	8	9	12	12	2	7	12	*	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	1%	1%	1%	2%	*%	1%	1%	*%	**	**	**	**	**	1%	**	**	**	**	**	**	**
					aef																	
£2,000,000 - £4,999,999	**26**	20	17	22	12	11	17	20	1	**	**	**	**	**	12	**	**	**	**	**	**	**
	1%	1%	2%	1%	2%	2%	1%	1%	1%	**	**	**	**	**	2%	**	**	**	**	**	**	**
										ab												
£5,000,000 +	**17**	14	9	14	12	10	14	10	1	**	**	**	**	**	11	**	**	**	**	**	**	**
	1%	1%	1%	1%	2%	2%	1%	1%	2%	**	**	**	**	**	2%	**	**	**	**	**	**	**
										a	a											
Don't know / not sure	**576**	416	265	441	203	163	346	390	33	**	**	**	**	**	195	**	**	**	**	**	**	**
	29%	30%	31%	29%	28%	33%	29%	28%	46%	**	**	**	**	**	28%	**	**	**	**	**	**	**
						d			a													
Refused	**124**	86	56	93	45	37	79	89	2	**	**	**	**	**	41	**	**	**	**	**	**	**
	6%	6%	6%	6%	6%	8%	7%	6%	3%	**	**	**	**	**	6%	**	**	**	**	**	**	**
Net:<£200,000	**829**	538	319	592	277	148	451	563	14	**	**	**	**	**	273	**	**	**	**	**	**	**
	41%	39%	37%	39%	38%	30%	38%	41%	19%	**	**	**	**	**	39%	**	**	**	**	**	**	**
		e	e	e	e		e	bc														
Net: £200,000 - <£500,000	**250**	180	105	195	98	74	165	176	12	**	**	**	**	**	97	**	**	**	**	**	**	**
	13%	13%	12%	13%	13%	15%	14%	13%	17%	**	**	**	**	**	14%	**	**	**	**	**	**	**

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Net: £500,000 - <£1,000,000	**118**	84	62	94	57	42	75	86	5	**	**	**	**	**	51	**	**	**	**	**	**	**
	6%	*6%*	*7%*	*6%*	*8%*	*8%*	*6%*	*6%*	*7%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
Net: £1,000,000 - <£2,000,000	**59**	43	30	49	31	11	33	40	3	**	**	**	**	**	27	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*5%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
					e					a												
Net: >£2,000,000	**43**	34	26	37	24	21	30	29	2	**	**	**	**	**	23	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	*2%*	*3%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
						acf				**ab**												

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Up to £49,999	**340**	88	67	42	17	**	46	23	25	8	**	77	**	19	319	21
	17%	*19%*	*17%*	*10%*	*9%*	**	*18%*	*14%*	*14%*	*6%*	**	*16%*	**	*10%*	*18%*	*9%*
		cd	**cd**				d	d	d			c			b	
£50,000 - £99,999	**292**	91	50	65	17	**	32	24	32	22	**	84	**	22	258	34
	15%	*19%*	*13%*	*16%*	*8%*	**	*13%*	*15%*	*18%*	*16%*	**	*17%*	**	*11%*	*15%*	*15%*
		bd	d	d								c				
£100,000 - £199,999	**197**	64	44	30	14	**	23	12	15	14	**	42	**	19	182	16
	10%	*13%*	*11%*	*7%*	*7%*	**	*9%*	*8%*	*9%*	*11%*	**	*9%*	**	*9%*	*10%*	*7%*
		cd	**cd**													
£200,000 - £299,999	**123**	29	25	28	9	**	11	10	12	9	**	31	**	10	115	9
	6%	*6%*	*7%*	*7%*	*4%*	**	*4%*	*6%*	*7%*	*7%*	**	*6%*	**	*5%*	*6%*	*4%*
£300,000 - £399,999	**72**	16	20	16	9	**	9	7	4	2	**	14	**	8	58	15
	4%	*3%*	*5%*	*4%*	*4%*	**	*3%*	*5%*	*2%*	*2%*	**	*3%*	**	*4%*	*3%*	*6%*
																a
£400,000 - £499,999	**55**	12	10	10	9	**	15	4	10	2	**	21	**	10	41	14
	3%	*3%*	*3%*	*2%*	*4%*	**	*6%*	*2%*	*6%*	*2%*	**	*4%*	**	*5%*	*2%*	*6%*
																a
£500,000 - £749,999	**61**	8	15	14	11	**	11	9	3	10	**	27	**	8	47	14
	3%	*2%*	*4%*	*3%*	*6%*	**	*4%*	*6%*	*2%*	*7%*	**	*5%*	**	*4%*	*3%*	*6%*
					a					c						a
£750,000 - £999,999	**57**	6	15	8	13	**	3	2	6	10	**	14	**	3	51	6
	3%	*1%*	*4%*	*2%*	*7%*	**	*1%*	*2%*	*3%*	*8%*	**	*3%*	**	*1%*	*3%*	*3%*
			a		**ac**					**ab**			**ac**			
£1,000,000 - £1,499,999	**43**	4	12	13	8	**	3	5	5	6	**	11	**	5	38	5
	2%	*1%*	*3%*	*3%*	*4%*	**	*1%*	*3%*	*3%*	*5%*	**	*2%*	**	*3%*	*2%*	*2%*
			a	a	a					a						
£1,500,000 - £1,999,999	**16**	4	3	4	1	**	4	2	2	4	**	9	**	2	9	7
	1%	*1%*	*1%*	*1%*	**%*	**	*2%*	*1%*	*1%*	*3%*	**	*2%*	**	*1%*	*1%*	*3%*
																a
£2,000,000 - £4,999,999	**26**	4	3	10	5	**	5	4	1	3	**	9	**	3	21	5
	1%	*1%*	*1%*	*2%*	*3%*	**	*2%*	*2%*	**%*	*2%*	**	*2%*	**	*2%*	*1%*	*2%*
				b	b											
£5,000,000 +	**17**	*	4	5	5	**	4	1	3	3	**	6	**	4	12	5
	1%	**%*	*1%*	*1%*	*2%*	**	*2%*	*1%*	*2%*	*2%*	**	*1%*	**	*2%*	*1%*	*2%*
			a	a	a								a			a
Don't know / not sure	**576**	112	103	146	74	**	74	47	46	34	**	119	**	72	512	65
	29%	*23%*	*26%*	*35%*	*37%*	**	*29%*	*30%*	*27%*	*25%*	**	*24%*	**	*36%*	*29%*	*29%*
				ab	**ab**									a		
Refused	**124**	37	17	30	9	**	16	9	10	8	**	26	**	15	110	12
	6%	*8%*	*5%*	*7%*	*5%*	**	*6%*	*6%*	*6%*	*6%*	**	*5%*	**	*8%*	*6%*	*5%*

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Net:<£200,000	**829**	243	161	137	48	**	101	59	72	45	**	203	**	60	759	70
	41%	*51%*	*41%*	*32%*	*24%*	**	*39%*	*37%*	*41%*	*33%*	**	*41%*	**	*30%*	*43%*	*31%*
		bcd	**cd**	d								c			b	
Net: £200,000 - <£500,000	**250**	57	56	54	26	**	35	21	26	14	**	66	**	28	213	37
	13%	*12%*	*14%*	*13%*	*13%*	**	*14%*	*13%*	*15%*	*10%*	**	*13%*	**	*14%*	*12%*	*16%*
Net: £500,000 - <£1,000,000	**118**	14	29	22	25	**	13	12	9	21	**	41	**	11	98	20
	6%	*3%*	*8%*	*5%*	*12%*	**	*5%*	*7%*	*5%*	*15%*	**	*8%*	**	*5%*	*6%*	*9%*
			a		**abc**					**abc**			c			
Net: £1,000,000 - <£2,000,000	**59**	9	15	17	9	**	7	7	7	10	**	21	**	8	48	12
	3%	*2%*	*4%*	*4%*	*4%*	**	*3%*	*4%*	*4%*	*7%*	**	*4%*	**	*4%*	*3%*	*5%*
					a					a						a
Net: >£2,000,000	**43**	4	7	15	10	**	9	5	4	6	**	15	**	7	33	10
	2%	*1%*	*2%*	*4%*	*5%*	**	*4%*	*3%*	*2%*	*4%*	**	*3%*	**	*4%*	*2%*	*5%*
				a	**ab**											a

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Up to £49,999	**340**	210	6	81	20	209	7	83	18	44	179	17	**
	17%	*15%*	*12%*	*17%*	*8%*	*15%*	*11%*	*17%*	*7%*	*14%*	*14%*	*12%*	**
				b				b					
£50,000 - £99,999	**292**	219	4	71	40	217	5	73	38	63	178	15	**
	15%	*15%*	*7%*	*14%*	*17%*	*15%*	*8%*	*15%*	*15%*	*19%*	*14%*	*11%*	**
										bc			
£100,000 - £199,999	**197**	147	5	45	20	147	5	45	20	33	132	23	**
	10%	*10%*	*11%*	*9%*	*8%*	*10%*	*8%*	*9%*	*8%*	*10%*	*10%*	*16%*	**
												b	
£200,000 - £299,999	**123**	89	4	32	11	89	4	32	11	27	82	2	**
	6%	*6%*	*8%*	*6%*	*4%*	*6%*	*6%*	*7%*	*4%*	*8%*	*6%*	*2%*	**
										c	c		
£300,000 - £399,999	**72**	54	7	14	9	52	9	11	12	12	51	8	**
	4%	*4%*	*13%*	*3%*	*4%*	*4%*	*13%*	*2%*	*5%*	*4%*	*4%*	*5%*	**
			a				a						
£400,000 - £499,999	**55**	42	-	22	11	40	2	20	12	14	30	6	**
	3%	*3%*	*-%*	*4%*	*4%*	*3%*	*3%*	*4%*	*5%*	*4%*	*2%*	*4%*	**
£500,000 - £749,999	**61**	47	*	21	15	44	4	21	15	11	38	6	**
	3%	*3%*	**%*	*4%*	*6%*	*3%*	*6%*	*4%*	*6%*	*3%*	*3%*	*4%*	**
£750,000 - £999,999	**57**	46	1	13	8	45	2	11	10	8	44	3	**
	3%	*3%*	*1%*	*3%*	*3%*	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*2%*	**
£1,000,000 - £1,499,999	**43**	35	2	10	9	35	2	10	9	11	35	7	**
	2%	*2%*	*4%*	*2%*	*4%*	*2%*	*3%*	*2%*	*4%*	*3%*	*3%*	*5%*	**
£1,500,000 - £1,999,999	**16**	12	-	6	6	12	-	6	6	1	8	1	**
	1%	*1%*	*-%*	*1%*	*2%*	*1%*	*-%*	*1%*	*2%*	**%*	*1%*	**%*	**
£2,000,000 - £4,999,999	**26**	22	*	6	6	22	*	4	8	4	20	6	**
	1%	*2%*	**%*	*1%*	*3%*	*2%*	*1%*	*1%*	*3%*	*1%*	*2%*	*4%*	**
									a			**ab**	
£5,000,000 +	**17**	12	2	7	5	12	2	7	6	2	14	2	**
	1%	*1%*	*4%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	**
			a										
Don't know / not sure	**576**	425	16	137	66	420	21	135	68	85	394	44	**
	29%	*29%*	*32%*	*28%*	*27%*	*29%*	*31%*	*28%*	*27%*	*26%*	*31%*	*30%*	**
Refused	**124**	89	4	28	17	89	4	28	17	9	84	5	**
	6%	*6%*	*7%*	*6%*	*7%*	*6%*	*5%*	*6%*	*7%*	*3%*	*7%*	*3%*	**
											a		
Net:<£200,000	**829**	576	15	197	80	573	18	201	76	140	489	56	**
	41%	*40%*	*30%*	*40%*	*33%*	*40%*	*27%*	*41%*	*30%*	*43%*	*38%*	*38%*	**
						b		b					
Net: £200,000 - <£500 ,000	**250**	185	11	67	30	180	15	63	34	52	163	16	**
	13%	*13%*	*21%*	*14%*	*13%*	*13%*	*22%*	*13%*	*14%*	*16%*	*13%*	*11%*	**
							a						

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Net: £500,000 - <£1,000,000	**118**	94	1	34	23	88	6	32	25	19	82	9	**
	6%	*6%*	*1%*	*7%*	*10%*	*6%*	*9%*	*7%*	*10%*	*6%*	*6%*	*6%*	**
Net: £1,000,000 - <£2,000,000	**59**	47	2	16	15	47	2	16	15	12	42	8	**
	3%	*3%*	*4%*	*3%*	*6%*	*3%*	*3%*	*3%*	*6%*	*4%*	*3%*	*5%*	**
Net: >£2,000,000	**43**	35	2	13	11	34	2	11	14	6	34	7	**
	2%	*2%*	*4%*	*3%*	*5%*	*2%*	*4%*	*2%*	*6%*	*2%*	*3%*	*5%*	**
									a			a	

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Up to £49,999	**340**	36	89	10	**	64	64	22	**	190	105	86	155	134	**
	17%	*13%*	*12%*	*9%*	**	*12%*	*14%*	*13%*	**	*14%*	*13%*	*15%*	*13%*	*15%*	**
													c	c	
£50,000 - £99,999	**292**	61	101	12	**	88	68	25	**	194	131	90	179	113	**
	15%	*21%*	*14%*	*11%*	**	*17%*	*15%*	*14%*	**	*15%*	*16%*	*15%*	*15%*	*12%*	**
		bc											c	c	
£100,000 - £199,999	**197**	21	68	17	**	45	45	25	**	142	78	55	113	100	**
	10%	*8%*	*9%*	*15%*	**	*8%*	*10%*	*14%*	**	*11%*	*9%*	*9%*	*10%*	*11%*	**
				ab				a							
£200,000 - £299,999	**123**	19	37	5	**	29	21	7	**	83	42	34	65	52	**
	6%	*7%*	*5%*	*4%*	**	*5%*	*5%*	*4%*	**	*6%*	*5%*	*6%*	*6%*	*6%*	**
£300,000 - £399,999	**72**	15	29	4	**	20	12	4	**	52	32	14	48	34	**
	4%	*5%*	*4%*	*3%*	**	*4%*	*3%*	*2%*	**	*4%*	*4%*	*2%*	*4%*	*4%*	**
£400,000 - £499,999	**55**	13	16	4	**	26	22	12	**	37	23	26	40	24	**
	3%	*5%*	*2%*	*4%*	**	*5%*	*5%*	*7%*	**	*3%*	*3%*	*4%*	*3%*	*3%*	**
		b													
£500,000 - £749,999	**61**	9	29	5	**	29	20	5	**	40	29	25	39	27	**
	3%	*3%*	*4%*	*5%*	**	*6%*	*4%*	*3%*	**	*3%*	*4%*	*4%*	*3%*	*3%*	**
															ab
£750,000 - £999,999	**57**	6	33	2	**	12	17	4	**	44	33	16	41	35	**
	3%	*2%*	*4%*	*2%*	**	*2%*	*4%*	*2%*	**	*3%*	*4%*	*3%*	*3%*	*4%*	**
			a												
£1,000,000 - £1,499,999	**43**	4	16	4	**	12	13	8	**	33	18	12	30	21	**
	2%	*1%*	*2%*	*4%*	**	*2%*	*3%*	*5%*	**	*2%*	*2%*	*2%*	*3%*	*2%*	**
£1,500,000 - £1,999,999	**16**	6	4	2	**	10	7	6	**	8	9	10	10	8	**
	1%	*2%*	**%*	*2%*	**	*2%*	*1%*	*3%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**
		b										a			
£2,000,000 - £4,999,999	**26**	3	15	2	**	9	5	3	**	20	16	11	17	14	**
	1%	*1%*	*2%*	*2%*	**	*2%*	*1%*	*2%*	**	*1%*	*2%*	*2%*	*1%*	*1%*	**
£5,000,000 +	**17**	2	8	1	**	7	10	3	**	12	7	9	9	9	**
	1%	*1%*	*1%*	*1%*	**	*1%*	*2%*	*2%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**
Don't know / not sure	**576**	76	241	37	**	150	128	44	**	400	258	170	359	284	**
	29%	*27%*	*33%*	*33%*	**	*28%*	*28%*	*25%*	**	*30%*	*31%*	*29%*	*30%*	*31%*	**
															ab
Refused	**124**	13	52	5	**	29	25	7	**	83	54	28	74	58	**
	6%	*4%*	*7%*	*5%*	**	*5%*	*6%*	*4%*	**	*6%*	*6%*	*5%*	*6%*	*6%*	**
															ab
Net:<£200,000	**829**	118	257	39	**	196	177	72	**	525	314	231	447	346	**
	41%	*42%*	*35%*	*35%*	**	*37%*	*39%*	*41%*	**	*39%*	*38%*	*39%*	*38%*	*38%*	**
		b											c	c	
Net: £200,000 - <£500,000	**250**	46	82	12	**	75	56	23	**	171	96	74	153	111	**
	13%	*16%*	*11%*	*11%*	**	*14%*	*12%*	*13%*	**	*13%*	*12%*	*13%*	*13%*	*12%*	**
		b													

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Net: £500,000 - <£1,000,000	**118**	14	62	7	**	42	36	9	**	84	62	41	80	62	**
	6%	*5%*	*8%*	*7%*	**	*8%*	*8%*	*5%*	**	*6%*	*7%*	*7%*	*7%*	*7%*	**
Net: £1,000,000 - <£2,000,000	**59**	10	20	6	**	22	20	14	**	41	28	22	40	29	**
	3%	*4%*	*3%*	*6%*	**	*4%*	*4%*	*8%*	**	*3%*	*3%*	*4%*	*3%*	*3%*	**
Net: >£2,000,000	**43**	5	23	3	**	15	16	6	**	32	23	21	26	23	**
	2%	*2%*	*3%*	*3%*	**	*3%*	*3%*	*4%*	**	*2%*	*3%*	*4%*	*2%*	*3%*	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	1050	76	16	30	11	1847	1481	1857	1507	1939
Up to £49,999	**340**	40	57	46	14	10	159	146	8	**	**	**	294	187	294	209	319
	17%	*10%*	*20%*	*13%*	*14%*	*12%*	*14%*	*16%*	*10%*	**	**	**	*16%*	*13%*	*16%*	*14%*	*16%*
			ac										b		b		**bd**
£50,000 - £99,999	**292**	49	35	61	15	12	165	118	15	**	**	**	277	225	277	215	285
	15%	*12%*	*12%*	*17%*	*16%*	*14%*	*14%*	*13%*	*19%*	**	**	**	*15%*	*15%*	*15%*	*14%*	*15%*
				a													
£100,000 - £199,999	**197**	37	30	32	17	17	118	106	8	**	**	**	180	146	180	154	193
	10%	*9%*	*10%*	*9%*	*18%*	*20%*	*10%*	*11%*	*10%*	**	**	**	*10%*	*10%*	*10%*	*10%*	*10%*
					ac	**abc**											
£200,000 - £299,999	**123**	24	10	26	6	4	67	53	*	**	**	**	118	98	120	105	123
	6%	*6%*	*4%*	*7%*	*6%*	*5%*	*6%*	*6%*	*%*	**	**	**	*6%*	*7%*	*6%*	*7%*	*6%*
				b													
£300,000 - £399,999	**72**	12	7	11	2	2	43	34	3	**	**	**	72	65	72	67	71
	4%	*3%*	*3%*	*3%*	*2%*	*2%*	*4%*	*4%*	*4%*	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
£400,000 - £499,999	**55**	22	9	19	4	4	28	18	3	**	**	**	48	40	48	49	55
	3%	*6%*	*3%*	*5%*	*4%*	*5%*	*2%*	*2%*	*4%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
£500,000 - £749,999	**61**	19	13	14	-	4	33	27	4	**	**	**	61	48	61	50	61
	3%	*5%*	*4%*	*4%*	*-%*	*4%*	*3%*	*3%*	*5%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
		d	d														
£750,000 - £999,999	**57**	15	10	5	4	2	41	35	*	**	**	**	51	44	51	44	57
	3%	*4%*	*3%*	*1%*	*4%*	*2%*	*4%*	*4%*	*%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
		c									a						
£1,000,000 - £1,499,999	**43**	11	10	7	2	2	31	21	*	**	**	**	41	36	43	27	43
	2%	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	*2%*	*%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
£1,500,000 - £1,999,999	**16**	5	2	8	4	2	10	9	-	**	**	**	16	16	16	16	16
	1%	*1%*	*1%*	*2%*	*4%*	*2%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
					b												
£2,000,000 - £4,999,999	**26**	4	9	4	*	*	17	16	*	**	**	**	25	23	26	23	26
	1%	*1%*	*3%*	*1%*	*%*	*%*	*1%*	*2%*	*%*	**	**	**	*1%*	*2%*	*1%*	*2%*	*1%*
£5,000,000 +	**17**	6	6	4	-	*	11	9	1	**	**	**	17	14	17	14	15
	1%	*2%*	*2%*	*1%*	*-%*	*%*	*1%*	*1%*	*1%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know / not sure	**576**	138	78	98	25	23	358	286	28	**	**	**	530	442	534	432	554
	29%	*34%*	*27%*	*28%*	*26%*	*27%*	*31%*	*30%*	*37%*	**	**	**	*29%*	*30%*	*29%*	*29%*	*29%*
		b															
Refused	**124**	19	15	18	4	2	73	60	7	**	**	**	117	95	117	100	121
	6%	*5%*	*5%*	*5%*	*4%*	*3%*	*6%*	*6%*	*9%*	**	**	**	*6%*	*6%*	*6%*	*7%*	*6%*
Net:<£200,000	**829**	125	122	138	46	40	442	370	30	**	**	**	751	558	752	577	797
	41%	*31%*	*42%*	*39%*	*47%*	*46%*	*38%*	*40%*	*39%*	**	**	**	*41%*	*38%*	*40%*	*38%*	*41%*
			a	a	a	a											b
Net: £200,000 - <£500,000	**250**	58	27	56	12	11	138	105	6	**	**	**	238	203	240	222	248
	13%	*14%*	*9%*	*16%*	*12%*	*12%*	*12%*	*11%*	*8%*	**	**	**	*13%*	*14%*	*13%*	*15%*	*13%*
		b		b													

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Net: £500,000 - <£1,000,000	**118**	33	22	19	4	6	74	62	4	**	**	**	112	92	112	95	118
	6%	*8%*	*8%*	*5%*	*4%*	*7%*	*6%*	*7%*	*5%*	**	**	**	*6%*	*6%*	*6%*	*6%*	*6%*
											a						
Net: £1,000,000 - <£2,000,000	**59**	16	12	15	6	4	41	30	*	**	**	**	58	53	59	43	59
	3%	*4%*	*4%*	*4%*	*6%*	*5%*	*4%*	*3%*	*%	**	**	**	*3%*	*4%*	*3%*	*3%*	*3%*
Net: >£2,000,000	**43**	11	15	7	*	1	28	24	1	**	**	**	42	37	42	37	41
	2%	*3%*	*5%*	*2%*	*%	*1%*	*2%*	*3%*	*1%*	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*
			c														

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 2 (continuation)

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Up to £49,999	340	156	299	55	**	289	7	64	261	43	**	12	41	39	267	34
	17%	14%	16%	13%	**	18% b	8%	19%	17%	12%	**	13%	12%	17% c	18% c	11%
£50,000 - £99,999	292	170	281	41	**	229	21	53	228	49	**	17	37	44	204	44
	15%	15% c	15% c	10%	**	14%	26% a	16%	15%	13%	**	17%	11%	19% b	14%	14%
£100,000 - £199,999	197	120	183	47	**	163	5	42	150	37	**	5	34	23	146	29
	10%	11%	10%	11%	**	10%	6%	13%	10%	10%	**	6%	10%	10%	10%	9%
£200,000 - £299,999	123	70	122	23	**	98	4	19	98	15	**	4	14	14	98	11
	6%	6%	7%	6%	**	6%	5%	6%	6%	4%	**	4%	4%	6%	7% c	3%
£300,000 - £399,999	72	45	68	26	**	53	2	12	54	23	**	4	21	5	51	16
	4%	4%	4%	7% ab	**	3%	3%	4%	3%	6%	**	4%	6%	2%	4%	5%
£400,000 - £499,999	55	37	50	18	**	38	4	6	47	16	**	3	14	5	42	8
	3%	3%	3%	5% b	**	2%	5%	2%	3%	4%	**	3%	4%	2%	3%	2%
£500,000 - £749,999	61	38	59	9	**	43	-	13	41	18	**	5	18	6	39	15
	3%	3%	3%	2%	**	3%	-%	4%	3%	5%	**	5%	5%	3%	3%	5% b
£750,000 - £999,999	57	36	52	10	**	42	4	9	46	14	**	2	13	8	34	16
	3%	3%	3%	2%	**	3%	5%	3%	3%	4%	**	2%	4%	3%	2%	5% b
£1,000,000 - £1,499,999	43	17	41	12	**	34	4	9	32	11	**	4	11	2	30	10
	2%	2%	2%	3%	**	2%	5%	3%	2%	3%	**	4%	3%	1%	2%	3%
£1,500,000 - £1,999,999	16	10	16	5	**	16	-	2	15	10	**	5	6	7	5	4
	1%	1%	1%	1%	**	1%	-%	1%	1%	3%	**	5%	2%	3% b	*%	1% b
£2,000,000 - £4,999,999	26	16	26	8	**	14	2	4	20	10	**	*	11	3	20	4
	1%	1%	1%	2%	**	1%	2%	1%	1%	3%	**	*%	3%	1%	1%	1%
£5,000,000 +	17	10	15	4	**	14	1	1	13	5	**	1	5	2	8	7
	1%	1%	1%	1%	**	1%	1%	*%	1%	1%	**	1%	2%	1%	1%	2% b
Don't know / not sure	576	305	538	124	**	459	23	72	478	99	**	29	87	57	422	92
	29%	28%	29%	31%	**	29%	28%	22%	30% a	27%	**	29%	26%	25%	29%	29%
Refused	124	77	112	23	**	87	4	22	90	19	**	6	18	10	85	28
	6%	7%	6%	6%	**	5%	4%	7%	6%	5%	**	6%	5%	5%	6%	9% b
Net:<£200,000	829	446	763	142	**	680	33	159	640	129	**	35	112	105	617	108
	41%	40%	41% c	35%	**	43%	40%	48% b	41%	35%	**	35%	34%	47% c	42% c	34%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**2000**	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	**2000**	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Net: £200,000 - <£500,000	**250**	153	240	68	**	190	11	37	199	54	**	11	49	25	191	35
	13%	*14%*	*13%*	*17%* b	**	*12%*	*13%*	*11%*	*13%*	*15%*	**	*11%*	*15%*	*11%*	*13%*	*11%*
Net: £500,000 - <£1,000,000	**118**	74	111	19	**	86	4	22	87	32	**	7	31	14	73	31
	6%	*7%*	*6%*	*5%*	**	*5%*	*5%*	*7%*	*6%*	*9%*	**	*7%*	*9%*	*6%*	*5%*	*10%* b
Net: £1,000,000 - <£2,000,000	**59**	27	57	17	**	50	4	11	46	21	**	9	17	9	36	14
	3%	*2%*	*3%*	*4%*	**	*3%*	*5%*	*3%*	*3%*	*6%*	**	*10%*	*5%*	*4%*	*2%*	*5%* b
Net: >£2,000,000	**43**	26	41	13	**	28	2	5	33	16	**	1	16	5	28	10
	2%	*2%*	*2%*	*3%*	**	*2%*	*3%*	*2%*	*2%*	*4%*	**	*1%*	*5%*	*2%*	*2%*	*3%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Up to £49,999	**340**	31	32	277	160	180
	17%	*12%*	*23%*	*18%*	*15%*	*19%*
			a	a		a
£50,000 - £99,999	**292**	44	24	222	143	148
	15%	*16%*	*18%*	*14%*	*13%*	*16%*
£100,000 - £199,999	**197**	27	12	159	105	93
	10%	*10%*	*9%*	*10%*	*10%*	*10%*
£200,000 - £299,999	**123**	19	5	99	62	61
	6%	*7%*	*4%*	*6%*	*6%*	*7%*
£300,000 - £399,999	**72**	8	6	58	38	35
	4%	*3%*	*5%*	*4%*	*4%*	*4%*
£400,000 - £499,999	**55**	15	4	35	33	22
	3%	*6%*	*3%*	*2%*	*3%*	*2%*
		c				
£500,000 - £749,999	**61**	16	3	42	39	21
	3%	*6%*	*2%*	*3%*	*4%*	*2%*
		c				
£750,000 - £999,999	**57**	6	10	41	37	20
	3%	*2%*	*7%*	*3%*	*3%*	*2%*
			ac			
£1,000,000 - £1,499,999	**43**	4	1	39	30	13
	2%	*1%*	**%*	*2%*	*3%*	*1%*
					b	
£1,500,000 - £1,999,999	**16**	2	4	10	8	9
	1%	*1%*	*3%*	*1%*	*1%*	*1%*
			c			
£2,000,000 - £4,999,999	**26**	5	2	19	17	9
	1%	*2%*	*2%*	*1%*	*2%*	*1%*
£5,000,000 +	**17**	1	1	15	14	2
	1%	**%*	*1%*	*1%*	*1%*	**%*
					b	
Don't know / not sure	**576**	71	27	464	312	265
	29%	*26%*	*20%*	*29%*	*29%*	*29%*
				b		
Refused	**124**	19	4	100	77	46
	6%	*7%*	*3%*	*6%*	*7%*	*5%*
					b	
Net:<£200,000	**829**	102	68	657	408	421
	41%	*38%*	*50%*	*42%*	*38%*	*46%*
			a			a
Net: £200,000 - <£500,000	**250**	43	16	192	133	117
	13%	*16%*	*12%*	*12%*	*12%*	*13%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Net: £500,000 - <£1,000,000	**118**	22	13	83	76	42
	6%	*8%*	*10%* c	*5%*	*7%* b	*5%*
Net: £1,000,000 - <£2,000,000	**59**	6	4	49	38	22
	3%	*2%*	*3%*	*3%*	*3%*	*2%*
Net: >£2,000,000	**43**	6	3	34	31	12
	2%	*2%*	*2%*	*2%*	*3%* b	*1%*

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Up to £49,999	**340**	20	33	33	31	24	17	13	24	60	26	33	27
	17%	*11%*	*19%*	*21%*	*15%*	*13%*	*14%*	*11%*	*17%*	*25%*	*15%*	*16%*	*21%*
			ag	**ag**						**adefgjk**			**ag**
£50,000 - £99,999	**292**	28	25	16	30	30	27	6	14	44	26	24	20
	15%	*16%*	*15%*	*11%*	*15%*	*17%*	*24%*	*5%*	*10%*	*18%*	*15%*	*12%*	*15%*
		g	g		g	g	**cdghk**			**cgh**	g	g	g
£100,000 - £199,999	**197**	27	21	14	21	10	10	8	10	19	20	24	15
	10%	*15%*	*12%*	*9%*	*10%*	*6%*	*8%*	*7%*	*7%*	*8%*	*12%*	*12%*	*11%*
		eghi	e								e	e	
£200,000 - £299,999	**123**	12	2	10	9	8	6	10	14	8	13	19	13
	6%	*7%*	*1%*	*6%*	*4%*	*4%*	*5%*	*8%*	*10%*	*3%*	*8%*	*10%*	*10%*
		b		b				**bi**	**bdi**		b	**bdi**	**bdei**
£300,000 - £399,999	**72**	-	8	-	12	12	2	3	6	16	3	4	7
	4%	*-%*	*5%*	*-%*	*6%*	*7%*	*1%*	*2%*	*4%*	*7%*	*2%*	*2%*	*6%*
			ac		**acj**	**acfjk**		a	**ac**	**acfjk**		a	**ac**
£400,000 - £499,999	**55**	7	4	5	5	8	2	6	2	2	5	8	1
	3%	*4%*	*2%*	*3%*	*2%*	*4%*	*2%*	*5%*	*1%*	*1%*	*3%*	*4%*	**%*
		il				**il**		**il**				l	
£500,000 - £749,999	**61**	7	*	6	6	9	4	6	4	6	6	5	*
	3%	*4%*	**%*	*4%*	*3%*	*5%*	*4%*	*5%*	*3%*	*3%*	*4%*	*2%*	**%*
		bl		**bl**		**bl**	**bl**	**bl**			**bl**		
£750,000 - £999,999	**57**	4	9	6	7	5	2	6	4	8	3	1	3
	3%	*2%*	*5%*	*4%*	*4%*	*3%*	*2%*	*5%*	*3%*	*3%*	*2%*	**%*	*2%*
			k	k	k			k	k	k			
£1,000,000 - £1,499,999	**43**	5	5	4	8	3	2	3	2	2	5	3	*
	2%	*3%*	*3%*	*3%*	*4%*	*2%*	*1%*	*3%*	*1%*	*1%*	*3%*	*2%*	**%*
£1,500,000 - £1,999,999	**16**	*	*	4	4	2	-	-	3	2	-	*	*
	1%	**%*	**%*	*3%*	*2%*	*1%*	*-%*	*-%*	*2%*	*1%*	*-%*	**%*	**%*
				agj									
£2,000,000 - £4,999,999	**26**	3	3	3	4	*	1	1	2	4	3	2	1
	1%	*2%*	*2%*	*2%*	*2%*	**%*	*1%*	**%*	*1%*	*2%*	*2%*	*1%*	*1%*
£5,000,000 +	**17**	*	4	3	1	1	1	3	1	3	1	*	*
	1%	**%*	*2%*	*2%*	**%*	**%*	**%*	*2%*	*1%*	*1%*	*1%*	**%*	**%*
			k					k					
Don't know / not sure	**576**	52	34	38	62	56	31	48	44	56	53	67	35
	29%	*29%*	*20%*	*25%*	*30%*	*32%*	*27%*	*40%*	*31%*	*24%*	*31%*	*34%*	*28%*
					b	b		**abcfil**	b		b	**bi**	
Refused	**124**	13	21	11	7	10	11	8	14	6	7	9	6
	6%	*7%*	*12%*	*7%*	*4%*	*5%*	*10%*	*7%*	*10%*	*3%*	*4%*	*4%*	*5%*
		i	**deijkl**	i			**di**		**dijk**				
Net:<£200,000	**829**	75	79	63	83	63	54	27	47	123	73	81	61
	41%	*42%*	*47%*	*41%*	*40%*	*36%*	*47%*	*23%*	*33%*	*52%*	*42%*	*41%*	*48%*
		g	**gh**	g	g	g	**gh**			**acdeghjk**	g	g	**egh**
Net: £200,000 - <£500,000	**250**	19	14	15	25	27	10	18	22	26	22	31	21
	13%	*11%*	*8%*	*10%*	*12%*	*15%*	*9%*	*15%*	*15%*	*11%*	*13%*	*16%*	*16%*
												b	b

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Net: £500,000 - <£1,000,000	**118**	11	9	12	13	14	6	12	8	14	9	5	3
	6%	*6%*	*6%*	*8%*	*6%*	*8%*	*5%*	*10%*	*6%*	*6%*	*5%*	*3%*	*2%*
				kl		**kl**		**kl**					
Net: £1,000,000 - <£2,000,000	**59**	5	5	8	12	5	2	3	5	4	5	4	1
	3%	*3%*	*3%*	*5%*	*6%*	*3%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	**%*
				l	**ikl**								
Net: >£2,000,000	**43**	4	7	6	4	1	1	3	3	7	4	2	1
	2%	*2%*	*4%*	*4%*	*2%*	*1%*	*1%*	*3%*	*2%*	*3%*	*2%*	*1%*	*1%*
			e	e									

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Up to £49,999	**340**	85	72	97	86
	17%	*17%*	*14%*	*19%*	*17%*
				b	
£50,000 - £99,999	**292**	70	88	64	71
	15%	*14%*	*18%*	*13%*	*14%*
			c		
£100,000 - £199,999	**197**	61	41	37	59
	10%	*12%*	*8%*	*7%*	*12%*
		bc			c
£200,000 - £299,999	**123**	24	22	32	45
	6%	*5%*	*4%*	*6%*	*9%*
					ab
£300,000 - £399,999	**72**	8	25	24	15
	4%	*2%*	*5%*	*5%*	*3%*
			a	a	
£400,000 - £499,999	**55**	17	14	10	14
	3%	*3%*	*3%*	*2%*	*3%*
£500,000 - £749,999	**61**	14	20	16	12
	3%	*3%*	*4%*	*3%*	*2%*
£750,000 - £999,999	**57**	19	14	18	6
	3%	*4%*	*3%*	*4%*	*1%*
		d		d	
£1,000,000 - £1,499,999	**43**	14	12	8	9
	2%	*3%*	*2%*	*2%*	*2%*
£1,500,000 - £1,999,999	**16**	4	6	5	1
	1%	*1%*	*1%*	*1%*	**%*
			d		
£2,000,000 - £4,999,999	**26**	9	4	7	6
	1%	*2%*	*1%*	*1%*	*1%*
£5,000,000 +	**17**	7	2	7	1
	1%	*1%*	**%*	*1%*	**%*
		d		d	
Don't know / not sure	**576**	124	150	148	155
	29%	*25%*	*30%*	*30%*	*31%*
					a
Refused	**124**	45	28	29	22
	6%	*9%*	*6%*	*6%*	*4%*
		bd			
Net:<£200,000	**829**	216	200	198	215
	41%	*43%*	*40%*	*40%*	*43%*
Net: £200,000 - <£500,000	**250**	48	62	66	74
	13%	*10%*	*12%*	*13%*	*15%*
					a
Net: £500,000 - <£1,000,000	**118**	33	34	34	18
	6%	*7%*	*7%*	*7%*	*4%*
		d	d	d	

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Net: £1,000,000 - <£2,000,000	**59**	18	19	13	10
	3%	*4%*	*4%*	*3%*	*2%*
Net: >£2,000,000	**43**	16	6	13	7
	2%	*3%*	*1%*	*3%*	*1%*
		b			

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 3

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
East of England	172	164	5	2	1	**	7	53	47	15	*	2
	9%	9%	10%	9%	8%	**	9%	8%	11%	13%	1%	3%
								de	de	de		
East Midlands	151	147	2	1	*	**	4	64	27	6	5	5
	8%	8%	5%	8%	4%	**	5%	10%	6%	5%	12%	8%
		bf						b				
Greater London	334	326	5	2	1	**	8	100	77	26	8	7
	17%	17%	10%	10%	8%	**	10%	16%	17%	22%	18%	12%
		bcdf								e		
North East	77	74	2	1	1	**	3	29	11	2	2	-
	4%	4%	4%	3%	9%	**	4%	5%	2%	2%	5%	-%
					abcf			e	e		e	
North West	172	163	6	1	1	**	9	53	38	8	5	5
	9%	9%	11%	8%	12%	**	11%	8%	8%	7%	11%	8%
South East	310	303	5	1	1	**	8	89	84	17	8	13
	16%	16%	10%	9%	10%	**	10%	14%	19%	14%	19%	22%
		bcf										a
South West	196	191	3	1	1	**	5	61	45	13	4	7
	10%	10%	6%	5%	5%	**	6%	10%	10%	11%	9%	11%
		bf										
West Midlands	157	148	5	2	1	**	8	53	26	11	1	8
	8%	8%	10%	12%	9%	**	10%	8%	6%	9%	2%	13%
							a					bd
Yorkshire and The Humber	151	143	5	2	2	**	8	44	31	6	6	6
	8%	7%	9%	10%	14%	**	10%	7%	7%	5%	15%	10%
					a						ac	
Scotland	92	86	4	1	1	**	6	32	16	6	1	2
	5%	4%	8%	5%	8%	**	7%	5%	4%	5%	3%	4%
			a				a					
Wales	94	87	4	1	1	**	6	28	25	4	1	2
	5%	5%	8%	8%	5%	**	8%	4%	6%	3%	2%	4%
			a	a			a					
Northern Ireland	95	87	5	2	1	**	8	24	21	6	1	3
	5%	5%	10%	12%	7%	**	10%	4%	5%	5%	2%	5%
			a	a			a					
Net: England	1720	1660	38	12	9	**	60	547	386	103	40	52
	86%	86%	74%	74%	80%	**	75%	87%	86%	87%	93%	88%
		bcf										
Net: Scotland	92	86	4	1	1	**	6	32	16	6	1	2
	5%	4%	8%	5%	8%	**	7%	5%	4%	5%	3%	4%
			a				a					
Net: Wales	94	87	4	1	1	**	6	28	25	4	1	2
	5%	5%	8%	8%	5%	**	8%	4%	6%	3%	2%	4%
			a	a			a					
Net: Northern Ireland	95	87	5	2	1	**	8	24	21	6	1	3
	5%	5%	10%	12%	7%	**	10%	4%	5%	5%	2%	5%
			a	a			a					

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	2000	172	151	334	77	172	310	196	157	151	1720	92	94	95
East of England	172	172	-	-	-	-	-	-	-	-	172	-	-	-
	9%	100%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%
		bcdefgh ijklm									bcdefgh iklm			
East Midlands	151	-	151	-	-	-	-	-	-	-	151	-	-	-
	8%	-%	100%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%
			acdefghi jklm								acdefgh iklm			
Greater London	334	-	-	334	-	-	-	-	-	-	334	-	-	-
	17%	-%	-%	100%	-%	-%	-%	-%	-%	-%	19%	-%	-%	-%
				abdefgh ijklm							abdefgh iklm			
North East	77	-	-	-	77	-	-	-	-	-	77	-	-	-
	4%	-%	-%	-%	100%	-%	-%	-%	-%	-%	4%	-%	-%	-%
					abcefghijk lm						abcefgh iklm			
North West	172	-	-	-	-	172	-	-	-	-	172	-	-	-
	9%	-%	-%	-%	-%	100%	-%	-%	-%	-%	10%	-%	-%	-%
						abcdfghijk lm					abcdfgh iklm			
South East	310	-	-	-	-	-	310	-	-	-	310	-	-	-
	16%	-%	-%	-%	-%	-%	100%	-%	-%	-%	18%	-%	-%	-%
							abcdeghijk lm				abcdegh iklm			
South West	196	-	-	-	-	-	-	196	-	-	196	-	-	-
	10%	-%	-%	-%	-%	-%	-%	100%	-%	-%	11%	-%	-%	-%
								abcdefhijk lm			abcdefh iklm			
West Midlands	157	-	-	-	-	-	-	-	157	-	157	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	100%	-%	9%	-%	-%	-%
									abcdefgi jklm		abcdefg iklm			
Yorkshire and The Humber	151	-	-	-	-	-	-	-	-	151	151	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	100%	9%	-%	-%	-%
										abcdefghjabcdefg klm	hklm			
Scotland	92	-	-	-	-	-	-	-	-	-	-	92	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
												abcdefgh ijlm		
Wales	94	-	-	-	-	-	-	-	-	-	-	-	94	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
													abcdefghij km	
Northern Ireland	95	-	-	-	-	-	-	-	-	-	-	-	-	95
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
														abcdefgh ijkl
Net: England	1720	172	151	334	77	172	310	196	157	151	1720	-	-	-
	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%
		klm	klm	klm	klm	klm	klm	klm	klm	klm	klm			

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Net: Scotland	**92**	-	-	-	-	-	-	-	-	-	-	92	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%	-%
												abcdefgh ijlm		
Net: Wales	**94**	-	-	-	-	-	-	-	-	-	-	-	94	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*	-%
													abcdefghij km	
Net: Northern Ireland	**95**	-	-	-	-	-	-	-	-	-	-	-	-	95
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*100%*
														abcdefgh ijkl

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	2000	205	124	313	66	150	342	170	161	175	1707	99	100	94
East of England	172	156	2	4	**	-	7	-	-	3	172	-	-	-
	9%	76%	2%	1%	**	-%	2%	-%	-%	2%	10%	-%	-%	-%
		bcdefgh ijklm	klm				klm			klmbcdefgh	iklm			
East Midlands	151	17	114	-	**	-	4	-	15	*	151	-	-	-
	8%	8%	92%	-%	**	-%	1%	-%	10%	*%	9%	-%	-%	-%
		cdefgikacdefghi lm	jklm						cdefgikl m		cdefgik lm			
Greater London	334	-	2	280	**	-	46	2	4	*	334	*	-	-
	17%	-%	2%	89%	**	-%	13%	1%	2%	*%	20%	*%	-%	-%
			lmabdefgh	ijklm			abdeghiklm		klm		abdefgh iklm			
North East	77	-	*	-	**	5	-	-	-	19	73	4	-	-
	4%	-%	*%	-%	**	3%	-%	-%	-%	11%	4%	4%	-%	-%
					abcefghijk lm	acfglm				abcefghjkacfghlm lm		acfghlm		
North West	172	-	-	-	**	144	2	-	3	2	167	2	3	-
	9%	-%	-%	-%	**	96%	1%	-%	2%	1%	10%	2%	3%	-%
					abcfghijklabcdfghijk m	lm			cm		abcfghi klm	cm	acfm	
South East	310	30	-	23	**	*	250	6	*	*	310	*	-	*
	16%	15%	-%	7%	**	*%	73%	4%	*%	*%	18%	*%	-%	*%
		bcdeghi klm		behiklm			abcdeghijk lm	ehiklm			bcdeghi klm			
South West	196	*	-	2	**	-	30	159	2	-	194	-	2	-
	10%	*%	-%	1%	**	-%	9%	94%	1%	-%	11%	-%	2%	-%
							abcdehiklmabcdefhijk	lm			abcdehi klm		km	
West Midlands	157	2	5	4	**	1	3	2	137	*	154	-	2	-
	8%	1%	4%	1%	**	*%	1%	1%	85%	*%	9%	-%	2%	-%
			ikm						abcdefgi jklm		acdefgi klm		km	
Yorkshire and The Humber	151	-	-	-	**	*	-	*	-	150	151	-	-	-
	8%	-%	-%	-%	**	*%	-%	*%	-%	86%	9%	-%	-%	-%
										abcdefghjabcdefg klm	hklm			
Scotland	92	-	-	-	**	-	-	-	-	-	-	92	-	-
	5%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	93%	-%	-%
												abcdefgh ijlm		
Wales	94	-	-	-	**	1	-	-	-	-	1	-	93	-
	5%	-%	-%	-%	**	*%	-%	-%	-%	-%	*%	-%	93%	-%
													abcdefghij km	
Northern Ireland	95	-	-	-	**	-	-	-	-	-	-	1	-	94
	5%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	1%	-%	100%
												j		abcdefgh ijkl
Net: England	1720	205	124	313	**	149	342	170	161	175	1706	6	7	*
	86%	100%	100%	100%	**	100%	100%	100%	100%	100%	100%	7%	7%	*%
		klm	klm	klm	klm	klm	klm	klm	klm	klm	klm	m	m	

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Net: Scotland	**92**	-	-	-	**	-	-	-	-	-	-	92	-	-
	5%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*93%*	-%	-%
												abcdefgh ijlm		
Net: Wales	**94**	-	-	-	**	1	-	-	-	-	1	-	93	-
	5%	-%	-%	-%	**	*%	-%	-%	-%	-%	*%	-%	*93%*	-%
													abcdefghij km	
Net: Northern Ireland	**95**	-	-	-	**	-	-	-	-	-	-	1	-	94
	5%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*1%*	-%	*100%*
												j		**abcdefgh ijkl**

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
East of England	172	**	31	**	13	37	5	10	61	127	45	153	19	164	8
	9%	**	14%	**	8%	6%	7%	12%	8%	8%	12%	8%	10%	9%	7%
			eh	adefgh							a				
East Midlands	151	**	17	**	9	72	2	3	48	119	33	143	8	140	12
	8%	**	8%	**	6%	12%	3%	3%	6%	7%	9%	8%	5%	7%	10%
						acdfgh									
Greater London	334	**	27	**	35	66	11	19	169	334	-	295	38	322	12
	17%	**	13%	**	22%	11%	14%	22%	21%	21%	-%	16%	21%	17%	11%
					abce			abce	abce	b					
North East	77	**	8	**	4	24	6	2	27	62	15	69	8	73	4
	4%	**	4%	**	2%	4%	8%	2%	3%	4%	4%	4%	5%	4%	3%
							dh								
North West	172	**	18	**	16	62	15	6	53	159	13	155	17	159	13
	9%	**	8%	**	10%	11%	19%	8%	7%	10%	3%	9%	9%	8%	12%
					c	ch	abcdegh			b					
South East	310	**	31	**	22	96	8	4	137	252	58	293	18	301	10
	16%	**	14%	**	14%	17%	10%	5%	17%	16%	15%	16%	10%	16%	9%
			g		g	ag			ag			b			
South West	196	**	15	**	18	54	16	5	75	150	46	171	25	179	17
	10%	**	7%	**	11%	9%	21%	7%	9%	9%	12%	9%	14%	9%	16%
		begh					bdegh						a		
West Midlands	157	**	30	**	16	31	-	5	67	127	29	138	19	150	7
	8%	**	14%	**	10%	5%	-%	6%	8%	8%	8%	8%	10%	8%	6%
		f	efh	f	ef	f		f	ef						
Yorkshire and The Humber	151	**	17	**	7	62	3	14	40	120	30	146	5	143	8
	8%	**	8%	**	4%	11%	3%	16%	5%	7%	8%	8%	3%	8%	7%
				dfh		dfh		bdfh				b			
Scotland	92	**	5	**	9	24	5	4	37	53	39	84	8	86	6
	5%	**	2%	**	6%	4%	7%	5%	5%	3%	10%	5%	4%	5%	5%
				b							a				
Wales	94	**	6	**	7	26	3	4	41	52	41	88	6	84	10
	5%	**	3%	**	4%	4%	4%	5%	5%	3%	11%	5%	3%	4%	9%
		bdefh									a				
Northern Ireland	95	**	8	**	5	24	3	7	43	61	34	83	11	88	7
	5%	**	4%	**	3%	4%	4%	8%	5%	4%	9%	5%	6%	5%	6%
											a				
Net: England	1720	**	194	**	139	504	66	68	677	1450	270	1563	157	1630	90
	86%	**	91%	**	87%	87%	86%	82%	85%	90%	70%	86%	86%	86%	80%
			agh		a	a			a	b					
Net: Scotland	92	**	5	**	9	24	5	4	37	53	39	84	8	86	6
	5%	**	2%	**	6%	4%	7%	5%	5%	3%	10%	5%	4%	5%	5%
				b							a				
Net: Wales	94	**	6	**	7	26	3	4	41	52	41	88	6	84	10
	5%	**	3%	**	4%	4%	4%	5%	5%	3%	11%	5%	3%	4%	9%
		bdefh									a				

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Net: Northern Ireland	**95**	**	8	**	5	24	3	7	43	61	34	83	11	88	7
	5%	**	*4%*	**	*3%*	*4%*	*4%*	*8%*	*5%*	*4%*	*9%* a	*5%*	*6%*	*5%*	*6%*

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
East of England	172	91	32	43	132	36	3	**	**	**	**	**	168	4	40	92	39
	9%	8%	10%	9%	8%	10%	6%	**	**	**	**	**	9%	7%	5%	11% a	10% a
East Midlands	151	82	27	40	107	40 ai	4	**	**	**	**	**	147	4	63 b	44	44 b
	8%	7%	8%	9%	7%	12%	9%	**	**	**	**	**	8%	8%	8%	5%	11%
Greater London	334	206	50	74	274	50	7	**	**	**	**	**	324	9	125	149	59
	17%	17%	15%	16%	17%	14%	16%	**	**	**	**	**	17%	17%	17%	18%	15%
North East	77	44	17	14	64	14	*	**	**	**	**	**	77	*	45 bc	19	14
	4%	4%	5%	3%	4%	4%	*%	**	**	**	**	**	4%	*%	6%	2%	3%
North West	172	122 bc	17	27	143	23	6	**	**	**	**	**	166	6	80 b	63	29
	9%	10%	5%	6%	9%	7%	13%	**	**	**	**	**	9%	11%	11%	7%	7%
South East	310	184	52	73	257	44	8	**	**	**	**	**	300	10	115	142	54
	16%	16%	16%	16%	16%	13%	17%	**	**	**	**	**	15%	18%	15%	17%	13%
South West	196	115	29	49	161	30	6	**	**	**	**	**	190	6	77	84	35
	10%	10%	9%	11%	10%	9%	12%	**	**	**	**	**	10%	10%	10%	10%	9%
West Midlands	157	81	33	39	120	34	3	**	**	**	**	**	154	3	50	70	37
	8%	7%	10%	8%	7%	10%	6%	**	**	**	**	**	8%	5%	7%	8%	9%
Yorkshire and The Humber	151	83	27	38	111	32	5	**	**	**	**	**	143	7 a	52	59	40
	8%	7%	8%	8%	7%	9%	11%	**	**	**	**	**	7%	13%	7%	7%	10%
Scotland	92	56	11	23	78	11	2	**	**	**	**	**	89	2	37	41	13
	5%	5%	3%	5%	5%	3%	3%	**	**	**	**	**	5%	4%	5%	5%	3%
Wales	94	54	16	23	75	17	2	**	**	**	**	**	92	2	37	38	19
	5%	5%	5%	5%	5%	5%	4%	**	**	**	**	**	5%	3%	5%	5%	5%
Northern Ireland	95	58	14	21	77	16	2	**	**	**	**	**	93	2	34	43	17
	5%	5%	4%	5%	5%	5%	3%	**	**	**	**	**	5%	3%	4%	5%	4%
Net: England	1720	1008	285	397	1369	302	43	**	**	**	**	**	1670	50	647	722	351
	86%	86%	87%	86%	86%	87%	90%	**	**	**	**	**	86%	90%	86%	85%	88%
Net: Scotland	92	56	11	23	78	11	2	**	**	**	**	**	89	2	37	41	13
	5%	5%	3%	5%	5%	3%	3%	**	**	**	**	**	5%	4%	5%	5%	3%
Net: Wales	94	54	16	23	75	17	2	**	**	**	**	**	92	2	37	38	19
	5%	5%	5%	5%	5%	5%	4%	**	**	**	**	**	5%	3%	5%	5%	5%
Net: Northern Ireland	95	58	14	21	77	16	2	**	**	**	**	**	93	2	34	43	17
	5%	5%	4%	5%	5%	5%	3%	**	**	**	**	**	5%	3%	4%	5%	4%

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	2000	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	2000	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
East of England	172	118	82	126	74	51	103	114	9	**	**	**	**	**	69	**	**	**	**	**	**	**
	9%	9%	10%	8%	10%	10%	9%	8%	12%	**	**	**	**	**	10%	**	**	**	**	**	**	**
									c													
East Midlands	151	107	65	121	67	32	88	105	11	**	**	**	**	**	66	**	**	**	**	**	**	**
	8%	8%	8%	8%	9%	6%	7%	8%	15%	**	**	**	**	**	9%	**	**	**	**	**	**	**
									ac		c											
Greater London	334	244	171	263	115	86	178	244	13	**	**	**	**	**	112	**	**	**	**	**	**	**
	17%	18%	20%	18%	16%	17%	15%	18%	19%	**	**	**	**	**	16%	**	**	**	**	**	**	**
			df					d	d	d												
North East	77	42	24	51	15	22	47	49	2	**	**	**	**	**	15	**	**	**	**	**	**	**
	4%	3%	3%	3%	2%	4%	4%	4%	3%	**	**	**	**	**	2%	**	**	**	**	**	**	**
						d	d															
North West	172	120	52	127	63	38	95	115	5	**	**	**	**	**	60	**	**	**	**	**	**	**
	9%	9%	6%	8%	9%	8%	8%	8%	7%	**	**	**	**	**	9%	**	**	**	**	**	**	**
		b		b	b						ab											
South East	310	215	129	232	121	69	190	209	15	**	**	**	**	**	117	**	**	**	**	**	**	**
	16%	16%	15%	15%	17%	14%	16%	15%	21%	**	**	**	**	**	17%	**	**	**	**	**	**	**
South West	196	125	87	138	63	51	122	130	*	**	**	**	**	**	61	**	**	**	**	**	**	**
	10%	9%	10%	9%	9%	10%	10%	9%	*%	**	**	**	**	**	9%	**	**	**	**	**	**	**
								b		ab	b											
West Midlands	157	114	65	120	60	39	87	116	*	**	**	**	**	**	60	**	**	**	**	**	**	**
	8%	8%	8%	8%	8%	8%	7%	8%	1%	**	**	**	**	**	9%	**	**	**	**	**	**	**
								b		b												
Yorkshire and The Humber	151	97	65	112	65	28	90	103	6	**	**	**	**	**	60	**	**	**	**	**	**	**
	8%	7%	7%	7%	9%	6%	8%	8%	8%	**	**	**	**	**	9%	**	**	**	**	**	**	**
					e						c											
Scotland	92	62	39	66	27	21	59	60	4	**	**	**	**	**	27	**	**	**	**	**	**	**
	5%	4%	5%	4%	4%	4%	5%	4%	6%	**	**	**	**	**	4%	**	**	**	**	**	**	**
Wales	94	63	39	68	30	27	58	60	2	**	**	**	**	**	28	**	**	**	**	**	**	**
	5%	5%	4%	5%	4%	5%	5%	4%	3%	**	**	**	**	**	4%	**	**	**	**	**	**	**
Northern Ireland	95	73	44	75	32	32	61	66	4	**	**	**	**	**	30	**	**	**	**	**	**	**
	5%	5%	5%	5%	4%	7%	5%	5%	6%	**	**	**	**	**	4%	**	**	**	**	**	**	**
Net: England	1720	1182	740	1291	645	415	1002	1186	61	**	**	**	**	**	622	**	**	**	**	**	**	**
	86%	86%	86%	86%	88%	84%	85%	86%	85%	**	**	**	**	**	88%	**	**	**	**	**	**	**
					e																	
Net: Scotland	92	62	39	66	27	21	59	60	4	**	**	**	**	**	27	**	**	**	**	**	**	**
	5%	4%	5%	4%	4%	4%	5%	4%	6%	**	**	**	**	**	4%	**	**	**	**	**	**	**
Net: Wales	94	63	39	68	30	27	58	60	2	**	**	**	**	**	28	**	**	**	**	**	**	**
	5%	5%	4%	5%	4%	5%	5%	4%	3%	**	**	**	**	**	4%	**	**	**	**	**	**	**
Net: Northern Ireland	95	73	44	75	32	32	61	66	4	**	**	**	**	**	30	**	**	**	**	**	**	**
	5%	5%	5%	5%	4%	7%	5%	5%	6%	**	**	**	**	**	4%	**	**	**	**	**	**	**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
East of England	172	25	30	57	15	**	21	18	24	9	**	55	**	17	154	16
	9%	5%	8%	13%	7%	**	8%	11%	14%	6%	**	11%	**	9%	9%	7%
				abd					d							
East Midlands	151	45	27	31	15	**	25	11	19	13	**	52	**	12	128	23
	8%	10%	7%	7%	8%	**	10%	7%	11%	9%	**	11%	**	6%	7%	10%
												c				
Greater London	334	77	85	69	26	**	47	21	20	25	**	56	**	49	312	22
	17%	16%	22%	16%	13%	**	18%	13%	12%	18%	**	11%	**	24%	18%	10%
			acd											a	b	
North East	77	22	11	16	2	**	2	6	6	2	**	13	**	2	72	6
	4%	5%	3%	4%	1%	**	1%	4%	3%	1%	**	3%	**	1%	4%	2%
		d		d				a								
North West	172	52	48	12	15	**	18	17	14	13	**	44	**	15	145	27
	9%	11%	12%	3%	7%	**	7%	11%	8%	9%	**	9%	**	7%	8%	12%
		c	cd		c											
South East	310	77	50	62	42	**	50	19	26	24	**	83	**	31	263	47
	16%	16%	13%	15%	21%	**	19%	12%	15%	17%	**	17%	**	15%	15%	21%
					bc											a
South West	196	39	36	39	22	**	18	21	12	12	**	44	**	19	180	16
	10%	8%	9%	9%	11%	**	7%	13%	7%	9%	**	9%	**	10%	10%	7%
								ac						b		
West Midlands	157	42	25	37	16	**	15	15	18	12	**	42	**	9	134	22
	8%	9%	6%	9%	8%	**	6%	10%	10%	9%	**	9%	**	4%	8%	10%
												c	ac			
Yorkshire and The Humber	151	35	21	38	17	**	28	9	12	15	**	46	**	15	127	24
	8%	7%	5%	9%	9%	**	11%	6%	7%	11%	**	9%	**	7%	7%	11%
Scotland	92	21	14	21	11	**	10	5	10	3	**	18	**	9	84	8
	5%	4%	3%	5%	5%	**	4%	3%	6%	2%	**	4%	**	4%	5%	3%
Wales	94	22	19	16	10	**	11	6	6	6	**	18	**	11	88	5
	5%	5%	5%	4%	5%	**	4%	4%	4%	4%	**	4%	**	5%	5%	2%
Northern Ireland	95	18	21	24	11	**	11	10	7	3	**	18	**	13	85	10
	5%	4%	6%	6%	5%	**	4%	7%	4%	3%	**	4%	**	6%	5%	4%
Net: England	1720	415	334	359	170	**	224	138	151	125	**	435	**	169	1515	203
	86%	87%	86%	85%	84%	**	87%	86%	87%	91%	**	89%	**	84%	85%	90%
Net: Scotland	92	21	14	21	11	**	10	5	10	3	**	18	**	9	84	8
	5%	4%	3%	5%	5%	**	4%	3%	6%	2%	**	4%	**	4%	5%	3%
Net: Wales	94	22	19	16	10	**	11	6	6	6	**	18	**	11	88	5
	5%	5%	5%	4%	5%	**	4%	4%	4%	4%	**	4%	**	5%	5%	2%
Net: Northern Ireland	95	18	21	24	11	**	11	10	7	3	**	18	**	13	85	10
	5%	4%	6%	6%	5%	**	4%	7%	4%	3%	**	4%	**	6%	5%	4%

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 3 (continuation)

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
East of England	**172**	126	*	49	25	125	*	45	29	32	107	4	**
	9%	*9%*	*1%*	*10%*	*10%*	*9%*	*1%*	*9%*	*12%*	*10%*	*8%*	*3%*	**
		b				b				c	c		
East Midlands	**151**	114	7	43	24	112	8	47	21	27	98	9	**
	8%	*8%*	*13%*	*9%*	*10%*	*8%*	*12%*	*10%*	*8%*	*8%*	*8%*	*6%*	**
Greater London	**334**	259	4	90	25	254	10	86	29	72	217	44	**
	17%	*18%*	*8%*	*18%*	*10%*	*18%*	*14%*	*18%*	*12%*	*22%*	*17%*	*31%*	**
				b				b		b		**ab**	
North East	**77**	49	2	8	8	49	2	8	8	6	40	2	**
	4%	*3%*	*4%*	*2%*	*3%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*	**
North West	**172**	122	5	35	28	120	7	35	28	13	115	9	**
	9%	*8%*	*11%*	*7%*	*11%*	*8%*	*10%*	*7%*	*11%*	*4%*	*9%*	*6%*	**
											a		
South East	**310**	220	12	78	43	220	12	78	43	45	209	22	**
	16%	*15%*	*24%*	*16%*	*18%*	*15%*	*18%*	*16%*	*17%*	*14%*	*16%*	*15%*	**
South West	**196**	134	4	45	18	134	4	45	18	32	116	10	**
	10%	*9%*	*8%*	*9%*	*7%*	*9%*	*6%*	*9%*	*7%*	*10%*	*9%*	*7%*	**
West Midlands	**157**	114	6	38	23	112	8	40	21	21	110	6	**
	8%	*8%*	*12%*	*8%*	*9%*	*8%*	*12%*	*8%*	*8%*	*7%*	*9%*	*4%*	**
											c		
Yorkshire and The Humber	**151**	108	4	37	28	104	8	33	32	23	87	9	**
	8%	*7%*	*8%*	*8%*	*11%*	*7%*	*12%*	*7%*	*13%*	*7%*	*7%*	*6%*	**
									a				
Scotland	**92**	64	3	20	8	63	3	20	7	13	60	5	**
	5%	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	**
Wales	**94**	67	1	24	6	67	1	24	6	19	59	4	**
	5%	*5%*	*3%*	*5%*	*3%*	*5%*	*2%*	*5%*	*2%*	*6%*	*5%*	*3%*	**
Northern Ireland	**95**	73	2	25	7	71	4	25	7	20	70	20	**
	5%	*5%*	*4%*	*5%*	*3%*	*5%*	*6%*	*5%*	*3%*	*6%*	*5%*	*14%*	**
												ab	
Net: England	**1720**	1247	45	424	222	1231	61	417	228	271	1099	116	**
	86%	*86%*	*88%*	*86%*	*91%*	*86%*	*88%*	*86%*	*92%*	*84%*	*85%*	*80%*	**
					a				a				
Net: Scotland	**92**	64	3	20	8	63	3	20	7	13	60	5	**
	5%	*4%*	*5%*	*4%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	**
Net: Wales	**94**	67	1	24	6	67	1	24	6	19	59	4	**
	5%	*5%*	*3%*	*5%*	*3%*	*5%*	*2%*	*5%*	*2%*	*6%*	*5%*	*3%*	**
Net: Northern Ireland	**95**	73	2	25	7	71	4	25	7	20	70	20	**
	5%	*5%*	*4%*	*5%*	*3%*	*5%*	*6%*	*5%*	*3%*	*6%*	*5%*	*14%*	**
												ab	

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
East of England	172	19	75	8	**	54	57	22	**	118	82	64	99	84	**
	9%	7%	10%	7%	**	10%	13%	13%	**	9%	10%	11%	8%	9%	**
East Midlands	151	27	50	14	**	50	37	23	**	101	63	56	83	73	**
	8%	10%	7%	12%	**	10%	8%	13%	**	8%	8%	10%	7%	8%	**
				b				b							
Greater London	334	60	135	24	**	82	70	26	**	240	167	103	231	125	**
	17%	21%	18%	22%	**	16%	15%	15%	**	18%	20%	18%	20%	14%	**
													b		ab
North East	77	6	20	4	**	12	10	8	**	40	24	8	38	32	**
	4%	2%	3%	4%	**	2%	2%	4%	**	3%	3%	1%	3%	4%	**
										c	c				
North West	172	12	47	9	**	46	39	13	**	112	52	35	97	73	**
	9%	4%	6%	8%	**	9%	8%	7%	**	8%	6%	6%	8%	8%	**
South East	310	50	110	14	**	91	72	22	**	207	123	96	186	143	**
	16%	18%	15%	12%	**	17%	16%	13%	**	15%	15%	16%	16%	16%	**
													c	c	
South West	196	27	79	11	**	51	42	20	**	121	84	51	105	93	**
	10%	10%	11%	10%	**	10%	9%	11%	**	9%	10%	9%	9%	10%	**
															ab
West Midlands	157	19	56	2	**	42	32	5	**	110	59	46	96	67	**
	8%	7%	8%	2%	**	8%	7%	3%	**	8%	7%	8%	8%	7%	**
			c			c	c								
Yorkshire and The Humber	151	22	55	8	**	43	39	16	**	93	62	51	86	74	**
	8%	8%	7%	8%	**	8%	8%	9%	**	7%	7%	9%	7%	8%	**
Scotland	92	10	37	3	**	19	20	5	**	60	37	24	48	46	**
	5%	3%	5%	3%	**	4%	4%	3%	**	5%	4%	4%	4%	5%	**
Wales	94	15	33	3	**	20	22	6	**	63	37	24	53	47	**
	5%	5%	5%	3%	**	4%	5%	3%	**	5%	4%	4%	4%	5%	**
Northern Ireland	95	16	39	9	**	20	20	9	**	72	43	28	58	54	**
	5%	6%	5%	8%	**	4%	4%	5%	**	5%	5%	5%	5%	6%	**
															a
Net: England	1720	242	626	95	**	471	397	155	**	1141	718	512	1021	766	**
	86%	86%	85%	86%	**	89%	87%	88%	**	85%	86%	87%	87%	84%	**
Net: Scotland	92	10	37	3	**	19	20	5	**	60	37	24	48	46	**
	5%	3%	5%	3%	**	4%	4%	3%	**	5%	4%	4%	4%	5%	**
Net: Wales	94	15	33	3	**	20	22	6	**	63	37	24	53	47	**
	5%	5%	5%	3%	**	4%	5%	3%	**	5%	4%	4%	4%	5%	**
Net: Northern Ireland	95	16	39	9	**	20	20	9	**	72	43	28	58	54	**
	5%	6%	5%	8%	**	4%	4%	5%	**	5%	5%	5%	5%	6%	**
															a

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	1050	76	16	30	11	1847	1481	1857	1507	1939
East of England	172	52	33	27	17	10	101	95	6	**	**	**	163	136	165	129	163
	9%	13%	11%	8%	18%	12%	9%	10%	8%	**	**	**	9%	9%	9%	9%	8%
		c			c												
East Midlands	151	33	29	30	13	8	78	74	3	**	**	**	143	106	143	112	151
	8%	8%	10%	8%	13%	9%	7%	8%	4%	**	**	**	8%	7%	8%	7%	8%
Greater London	334	64	46	70	18	16	213	125	20	**	**	**	318	245	319	254	330
	17%	16%	16%	20%	18%	18%	18%	13%	26%	**	**	**	17%	17%	17%	17%	17%
							b										
North East	77	6	8	6	2	4	38	34	-	**	**	**	69	57	69	59	75
	4%	1%	3%	2%	2%	4%	3%	4%	-%	**	**	**	4%	4%	4%	4%	4%
North West	172	35	19	23	11	6	97	72	3	**	**	**	153	124	153	124	168
	9%	9%	7%	7%	11%	7%	8%	8%	4%	**	**	**	8%	8%	8%	8%	9%
South East	310	67	42	60	14	18	179	143	12	**	**	**	290	248	290	250	305
	16%	17%	14%	17%	15%	20%	16%	15%	16%	**	**	**	16%	17%	16%	17%	16%
South West	196	32	30	31	9	10	112	96	7	**	**	**	172	130	176	138	183
	10%	8%	10%	9%	9%	11%	10%	10%	10%	**	**	**	9%	9%	9%	9%	9%
West Midlands	157	37	16	32	4	4	98	71	10	**	**	**	144	113	144	127	148
	8%	9%	5%	9%	4%	5%	9%	8%	14%	**	**	**	8%	8%	8%	8%	8%
		b															
Yorkshire and The Humber	151	25	26	26	2	2	82	78	4	**	**	**	140	108	140	111	144
	8%	6%	9%	7%	2%	3%	7%	8%	5%	**	**	**	8%	7%	8%	7%	7%
			de								a						
Scotland	92	14	10	16	2	2	47	47	4	**	**	**	80	69	82	65	88
	5%	3%	4%	4%	2%	3%	4%	5%	5%	**	**	**	4%	5%	4%	4%	5%
Wales	94	16	15	14	3	3	52	45	3	**	**	**	87	70	87	71	92
	5%	4%	5%	4%	3%	3%	5%	5%	4%	**	**	**	5%	5%	5%	5%	5%
Northern Ireland	95	18	17	17	3	4	58	57	4	**	**	**	89	74	89	67	92
	5%	5%	6%	5%	3%	4%	5%	6%	6%	**	**	**	5%	5%	5%	4%	5%
Net: England	1720	352	248	306	89	78	997	788	64	**	**	**	1591	1269	1599	1304	1667
	86%	88%	85%	87%	92%	90%	86%	84%	85%	**	**	**	86%	86%	86%	87%	86%
Net: Scotland	92	14	10	16	2	2	47	47	4	**	**	**	80	69	82	65	88
	5%	3%	4%	4%	2%	3%	4%	5%	5%	**	**	**	4%	5%	4%	4%	5%
Net: Wales	94	16	15	14	3	3	52	45	3	**	**	**	87	70	87	71	92
	5%	4%	5%	4%	3%	3%	5%	5%	4%	**	**	**	5%	5%	5%	5%	5%
Net: Northern Ireland	95	18	17	17	3	4	58	57	4	**	**	**	89	74	89	67	92
	5%	5%	6%	5%	3%	4%	5%	6%	6%	**	**	**	5%	5%	5%	4%	5%

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 3 (continuation)

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
East of England	172	98	167	31	**	153	-	31	135	37	**	13	29	23	125	23
	9%	9%	9%	8%	**	10% b	-%	9%	9%	10%	**	14%	9%	10%	9%	7%
East Midlands	151	76	145	37	**	130	4	24	119	27	**	9	24	26	105	20
	8%	7%	8%	9%	**	8%	5%	7%	8%	7%	**	9%	7%	12% bc	7%	6%
Greater London	334	191	310	89	**	246	28	55	273	49	**	17	45	42	248	44
	17%	17%	17%	22% ab	**	16%	34% a	17%	17%	13%	**	18%	14%	19%	17%	14%
North East	77	48	73	22	**	59	6	8	67	12	**	*	12	8	55	13
	4%	4%	4%	5%	**	4%	7%	3%	4%	3%	**	*%	4%	3%	4%	4%
North West	172	89	150	27	**	125	6	38	117	36	**	7	32	11	132	28
	9%	8%	8%	7%	**	8%	7%	11% b	7%	10%	**	8%	10%	5%	9% a	9%
South East	310	200	286	54	**	237	12	60	232	71	**	24	57	24	234	52
	16%	18% bc	15%	13%	**	15%	15%	18%	15%	19%	**	24%	17%	11%	16% a	16% a
South West	196	92	180	35	**	154	2	29	160	27	**	8	24	20	143	34
	10%	8%	10%	9%	**	10% b	3%	9%	10%	7%	**	8%	7%	9%	10%	11%
West Midlands	157	78	148	17	**	119	9	30	113	26	**	8	24	23	106	27
	8%	7% c	8% c	4%	**	8%	11%	9%	7%	7%	**	8%	7%	10%	7%	8%
Yorkshire and The Humber	151	84	142	34	**	123	8	20	121	44	**	3	44	17	99	34
	8%	8%	8%	8%	**	8%	10%	6%	8%	12%	**	3%	13% a	8%	7%	11% b
Scotland	92	52	82	16	**	77	2	16	73	16	**	4	15	9	67	16
	5%	5%	4%	4%	**	5%	3%	5%	5%	4%	**	4%	4%	4%	5%	5%
Wales	94	50	89	15	**	73	4	11	79	13	**	1	13	12	70	11
	5%	5%	5%	4%	**	5%	4%	3%	5%	3%	**	1%	4%	6%	5%	3%
Northern Ireland	95	48	90	29	**	81	1	6	85	12	**	4	11	10	67	17
	5%	4%	5%	7% ab	**	5%	1%	2%	5% a	3%	**	4%	3%	5%	5%	5%
Net: England	1720	957	1602	346	**	1347	74	296	1337	328	**	89	292	193	1248	274
	86%	86%	86%	85%	**	85%	92%	90% b	85%	89%	**	92%	88%	86%	86%	86%
Net: Scotland	92	52	82	16	**	77	2	16	73	16	**	4	15	9	67	16
	5%	5%	4%	4%	**	5%	3%	5%	5%	4%	**	4%	4%	4%	5%	5%
Net: Wales	94	50	89	15	**	73	4	11	79	13	**	1	13	12	70	11
	5%	5%	5%	4%	**	5%	4%	3%	5%	3%	**	1%	4%	6%	5%	3%
Net: Northern Ireland	95	48	90	29	**	81	1	6	85	12	**	4	11	10	67	17
	5%	4%	5%	7% ab	**	5%	1%	2%	5% a	3%	**	4%	3%	5%	5%	5%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
East of England	**172**	29	3	139	96	76
	9%	*11%*	*2%*	*9%*	*9%*	*8%*
		b		b		
East Midlands	**151**	11	10	127	58	93
	8%	*4%*	*8%*	*8%*	*5%*	*10%*
				a		a
Greater London	**334**	43	23	264	169	165
	17%	*16%*	*17%*	*17%*	*16%*	*18%*
North East	**77**	6	8	62	44	33
	4%	*2%*	*6%*	*4%*	*4%*	*4%*
North West	**172**	29	14	124	91	81
	9%	*11%*	*11%*	*8%*	*8%*	*9%*
South East	**310**	48	24	238	184	126
	16%	*18%*	*18%*	*15%*	*17%*	*14%*
					b	
South West	**196**	26	10	158	102	94
	10%	*10%*	*7%*	*10%*	*9%*	*10%*
West Midlands	**157**	27	17	113	89	68
	8%	*10%*	*13%*	*7%*	*8%*	*7%*
			c			
Yorkshire and The Humber	**151**	21	15	115	95	56
	8%	*8%*	*11%*	*7%*	*9%*	*6%*
					b	
Scotland	**92**	10	3	78	43	48
	5%	*4%*	*2%*	*5%*	*4%*	*5%*
Wales	**94**	10	5	79	50	43
	5%	*4%*	*4%*	*5%*	*5%*	*5%*
Northern Ireland	**95**	9	2	83	53	41
	5%	*3%*	*2%*	*5%*	*5%*	*4%*
Net: England	**1720**	240	125	1339	929	791
	86%	*89%*	*92%*	*85%*	*86%*	*86%*
			c			
Net: Scotland	**92**	10	3	78	43	48
	5%	*4%*	*2%*	*5%*	*4%*	*5%*
Net: Wales	**94**	10	5	79	50	43
	5%	*4%*	*4%*	*5%*	*5%*	*5%*
Net: Northern Ireland	**95**	9	2	83	53	41
	5%	*3%*	*2%*	*5%*	*5%*	*4%*

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2000	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	2000	179	168	152	207	177	116	119	144	237	174	198	128
East of England	172	26	9	12	19	15	15	7	10	22	18	7	12
	9%	15%	5%	8%	9%	8%	13%	6%	7%	9%	10%	3%	9%
		bcghk			k	k	bk			k	k		k
East Midlands	151	15	9	12	15	12	6	*	13	19	18	20	12
	8%	8%	5%	8%	7%	7%	6%	*%	9%	8%	10%	10%	9%
		g	g	g	g	g	g		g	g	g	g	g
Greater London	334	25	31	29	31	37	16	18	22	34	31	38	23
	17%	14%	18%	19%	15%	21%	14%	15%	16%	14%	18%	19%	18%
North East	77	9	10	6	8	6	4	3	4	13	5	2	10
	4%	5%	6%	4%	4%	3%	3%	2%	2%	5%	3%	1%	8%
		k	k							k			gk
North West	172	13	10	18	19	13	14	19	7	25	5	17	12
	9%	7%	6%	12%	9%	8%	12%	16%	5%	10%	3%	9%	10%
				hj	j		hj	abdehjk		j		j	j
South East	310	25	27	23	35	30	16	12	28	39	30	29	17
	16%	14%	16%	15%	17%	17%	14%	10%	20%	17%	17%	15%	13%
									g				
South West	196	11	24	16	25	12	9	21	19	17	7	29	7
	10%	6%	14%	10%	12%	7%	8%	17%	13%	7%	4%	15%	5%
			aeijl	j	ajl			aefijl	ajl			aeijl	
West Midlands	157	15	15	7	15	17	5	17	9	23	21	3	9
	8%	8%	9%	4%	7%	10%	5%	14%	6%	10%	12%	2%	7%
		k	k		k	k		cdfhk	k	ck	cfk		k
Yorkshire and The Humber	151	12	12	11	14	8	15	8	13	9	14	19	15
	8%	7%	7%	7%	7%	4%	13%	7%	9%	4%	8%	10%	12%
							ei		i			i	ei
Scotland	92	8	7	8	8	11	1	5	7	14	8	11	4
	5%	4%	4%	5%	4%	6%	1%	5%	5%	6%	4%	6%	3%
						f				f			
Wales	94	11	7	6	8	8	8	4	6	12	9	9	5
	5%	6%	4%	4%	4%	5%	7%	3%	4%	5%	5%	5%	4%
Northern Ireland	95	10	8	6	10	8	8	5	6	11	8	14	2
	5%	6%	5%	4%	5%	4%	7%	4%	4%	5%	4%	7%	2%
												l	
Net: England	1720	151	147	132	181	150	99	105	126	200	149	164	117
	86%	84%	88%	87%	87%	85%	86%	88%	87%	84%	86%	83%	91%
													k
Net: Scotland	92	8	7	8	8	11	1	5	7	14	8	11	4
	5%	4%	4%	5%	4%	6%	1%	5%	5%	6%	4%	6%	3%
						f				f			
Net: Wales	94	11	7	6	8	8	8	4	6	12	9	9	5
	5%	6%	4%	4%	4%	5%	7%	3%	4%	5%	5%	5%	4%
Net: Northern Ireland	95	10	8	6	10	8	8	5	6	11	8	14	2
	5%	6%	5%	4%	5%	4%	7%	4%	4%	5%	4%	7%	2%
												l	

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
East of England	**172**	47	49	39	36
	9%	*9%*	*10%*	*8%*	*7%*
East Midlands	**151**	36	34	32	50
	8%	*7%*	*7%*	*6%*	*10%*
					c
Greater London	**334**	84	83	74	92
	17%	*17%*	*17%*	*15%*	*18%*
North East	**77**	24	17	19	17
	4%	*5%*	*3%*	*4%*	*3%*
North West	**172**	41	46	51	34
	9%	*8%*	*9%*	*10%*	*7%*
South East	**310**	74	81	80	76
	16%	*15%*	*16%*	*16%*	*15%*
South West	**196**	51	46	56	42
	10%	*10%*	*9%*	*11%*	*8%*
West Midlands	**157**	37	37	49	34
	8%	*7%*	*7%*	*10%*	*7%*
Yorkshire and The Humber	**151**	35	37	30	49
	8%	*7%*	*7%*	*6%*	*10%*
					c
Scotland	**92**	23	20	27	22
	5%	*5%*	*4%*	*5%*	*4%*
Wales	**94**	23	24	22	24
	5%	*5%*	*5%*	*4%*	*5%*
Northern Ireland	**95**	24	26	21	24
	5%	*5%*	*5%*	*4%*	*5%*
Net: England	**1720**	430	430	430	430
	86%	*86%*	*86%*	*86%*	*86%*
Net: Scotland	**92**	23	20	27	22
	5%	*5%*	*4%*	*5%*	*4%*
Net: Wales	**94**	23	24	22	24
	5%	*5%*	*5%*	*4%*	*5%*
Net: Northern Ireland	**95**	24	26	21	24
	5%	*5%*	*5%*	*4%*	*5%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 4

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Agriculture, hunting and forestry	**37**	36	1	*	*	**	1	6	7	1	2	*
	2%	*2%*	*2%*	**%*	*1%*	**	*2%*	*1%*	*1%*	*1%*	*4%*	**%*
											ae	
Fishing	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Manufacturing	**214**	204	6	2	1	**	10	65	56	8	9	11
	11%	*11%*	*12%*	*13%*	*12%*	**	*12%*	*10%*	*13%*	*7%*	*21%*	*19%*
											ac	**ac**
Electricity / Gas / Water supply	**34**	32	1	1	*	**	2	9	7	*	1	*
	2%	*2%*	*2%*	*4%*	*2%*	**	*2%*	*1%*	*2%*	**%*	*2%*	*1%*
				a								
Construction	**160**	151	7	1	1	**	8	42	31	20	3	12
	8%	*8%*	*13%*	*6%*	*8%*	**	*11%*	*7%*	*7%*	*17%*	*6%*	*21%*
			ac				a			**abd**		**abd**
Wholesale and retail trade: repair of motor vehicles / motor cycles	**516**	507	6	2	1	**	8	163	111	39	15	21
	26%	*26%*	*11%*	*10%*	*7%*	**	*10%*	*26%*	*25%*	*33%*	*35%*	*35%*
		bcdf										**ab**
Hotels and restaurants	**78**	73	3	1	*	**	4	28	25	1	*	1
	4%	*4%*	*6%*	*6%*	*2%*	**	*5%*	*4%*	*6%*	*1%*	**%*	*1%*
									ce			
Transportation storage and communication	**63**	59	2	1	*	**	3	10	17	7	*	4
	3%	*3%*	*4%*	*5%*	*2%*	**	*4%*	*2%*	*4%*	*6%*	*1%*	*6%*
									a	a		a
Financial intermediation and insurance	**83**	79	2	*	1	**	3	16	19	5	-	1
	4%	*4%*	*4%*	*2%*	*6%*	**	*4%*	*2%*	*4%*	*4%*	*-%*	*2%*
Real estate, rental and business	**339**	328	8	2	2	**	11	127	78	18	8	4
	17%	*17%*	*15%*	*10%*	*17%*	**	*14%*	*20%*	*17%*	*15%*	*18%*	*6%*
		c						e	e	e	e	
Public administration and defence	**17**	16	*	1	*	**	1	9	2	4	-	-
	1%	*1%*	**%*	*4%*	*1%*	**	*1%*	*1%*	**%*	*3%*	*-%*	*-%*
				abf						**be**		
Educational services	**62**	54	3	2	2	**	7	25	13	*	*	3
	3%	*3%*	*5%*	*14%*	*19%*	**	*9%*	*4%*	*3%*	**%*	*1%*	*4%*
			a	**ab**	**abf**		**ab**	c				c
Healthcare and social work	**86**	77	5	2	1	**	8	23	14	3	1	*
	4%	*4%*	*9%*	*14%*	*10%*	**	*10%*	*4%*	*3%*	*2%*	*2%*	**%*
			a	a	a		a	e				

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Other community, social and personal service activities	**187**	180	5	1	1	**	6	73	33	7	4	*
	9%	*9%*	*9%*	*5%*	*7%*	**	*8%*	*12%* **be**	*7%* e	*6%* e	*10%* e	**%*
Private households with employed persons	**2**	2	-	-	-	**	-	2	-	-	-	-
	%	**%*	-%	-%	-%	**	-%	**%*	-%	-%	-%	-%
Non-Governmental Organisations (NGOs)	**105**	100	4	1	1	**	5	34	25	3	*	3
	5%	*5%*	*7%*	*5%*	*5%*	**	*6%*	*5%*	*6%*	*3%*	*1%*	*4%*
Don't know	**3**	3	*	-	-	**	*	-	-	-	-	-
	%	**%*	*1%*	-%	-%	**	**%*	-%	-%	-%	-%	-%
Other answers	**16**	16	*	-	*	**	*	-	9	2	-	-
	1%	*1%*	**%*	-%	*1%*	**	**%*	-%	*2%* a	*2%* a	-%	-%
Net: Agriculture	**37**	36	1	*	*	**	1	6	7	1	2	*
	2%	*2%*	*2%*	**%*	*1%*	**	*2%*	*1%*	*1%*	*1%*	*4%* **ae**	**%*
Net: Manufacturing	**214**	204	6	2	1	**	10	65	56	8	9	11
	11%	*11%*	*12%*	*13%*	*12%*	**	*12%*	*10%*	*13%*	*7%*	*21%* **ac**	*19%* **ac**
Net: Utilities	**34**	32	1	1	*	**	2	9	7	*	1	*
	2%	*2%*	*2%*	*4%* a	*2%*	**	*2%*	*1%*	*2%*	**%*	*2%*	*1%*
Net: Construction	**160**	151	7	1	1	**	8	42	31	20	3	12
	8%	*8%*	*13%* **ac**	*6%*	*8%*	**	*11%* a	*7%*	*7%*	*17%* **abd**	*6%*	*21%* **abd**
Net: Distribution	**578**	566	8	2	1	**	12	173	128	46	15	25
	29%	*30%* **bcdf**	*15%*	*15%*	*10%*	**	*14%*	*27%*	*29%*	*39%* **ab**	*35%*	*41%* **ab**
Net: Hospitality	**78**	73	3	1	*	**	4	28	25	1	*	1
	4%	*4%*	*6%*	*6%*	*2%*	**	*5%*	*4%*	*6%* **ce**	*1%*	**%*	*1%*
Net: Financial	**83**	79	2	*	1	**	3	16	19	5	-	1
	4%	*4%*	*4%*	*2%*	*6%*	**	*4%*	*2%*	*4%*	*4%*	-%	*2%*
Net: Non-financial	**798**	759	24	9	7	**	39	294	165	35	14	9
	40%	*40%*	*46%* a	*52%* a	*59%* **ab**	**	*49%* a	*46%* **bcde**	*37%* e	*30%* e	*32%* e	*15%*
Net: Other	**16**	16	*	-	*	**	*	-	9	2	-	-
	1%	*1%*	**%*	-%	*1%*	**	**%*	-%	*2%* a	*2%* a	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Agriculture, hunting and forestry	**37**	2	-	2	2	2	2	8	4	4	27	3	5	2
	2%	*1%*	*-%*	*1%*	*2%*	*1%*	*1%*	*4%*	*3%*	*3%*	*2%*	*3%*	*6%*	*3%*
								bcfj				**cf**	**abcefj**	
Fishing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Manufacturing	**214**	31	17	27	8	18	31	15	30	17	194	5	6	8
	11%	*18%*	*11%*	*8%*	*10%*	*10%*	*10%*	*8%*	*19%*	*11%*	*11%*	*6%*	*7%*	*8%*
		cfgjklm							**cefgjklm**		**kl**			
Electricity / Gas / Water supply	**34**	9	*	2	2	-	4	4	3	4	29	3	1	1
	2%	*5%*	*%*	*1%*	*3%*	*-%*	*1%*	*2%*	*2%*	*3%*	*2%*	*4%*	*1%*	*1%*
		bcefjlm										**cejm**		
Construction	**160**	13	9	35	4	16	22	18	16	7	139	9	7	5
	8%	*7%*	*6%*	*11%*	*5%*	*9%*	*7%*	*9%*	*10%*	*4%*	*8%*	*10%*	*7%*	*5%*
				m										
Wholesale and retail trade: repair of motor vehicles / motor cycles	**516**	25	69	59	22	56	81	48	29	60	449	21	24	22
	26%	*14%*	*46%*	*18%*	*29%*	*33%*	*26%*	*25%*	*18%*	*40%*	*26%*	*23%*	*25%*	*23%*
			acdefghj klm		a	**achkm**	**ac**	a		**acfghjklm**	**ac**		**ac**	
Hotels and restaurants	**78**	5	2	11	6	15	8	16	-	3	66	5	3	3
	4%	*3%*	*1%*	*3%*	*8%*	*9%*	*3%*	*8%*	*-%*	*2%*	*4%*	*6%*	*3%*	*3%*
				h	**bfhi**	**bcfhijlm**		**bcfhijlm**			h	h		
Transportation storage and communication	**63**	13	2	6	2	6	15	6	2	2	55	3	2	3
	3%	*7%*	*2%*	*2%*	*3%*	*3%*	*5%*	*3%*	*1%*	*2%*	*3%*	*3%*	*2%*	*3%*
		bchijkl m												
Financial intermediation and insurance	**83**	10	3	19	2	6	4	5	5	14	68	4	4	7
	4%	*6%*	*2%*	*6%*	*2%*	*4%*	*1%*	*3%*	*3%*	*9%*	*4%*	*4%*	*4%*	*7%*
		f		f						**bfgj**		f		**fj**
Real estate, rental and business	**339**	22	24	77	6	30	59	26	35	16	294	14	16	14
	17%	*13%*	*16%*	*23%*	*8%*	*17%*	*19%*	*13%*	*22%*	*10%*	*17%*	*16%*	*18%*	*15%*
				adgijkm			i		**di**					
Public administration and defence	**17**	2	-	4	-	-	4	4	2	-	16	1	-	1
	1%	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*
								l						
Educational services	**62**	7	5	13	1	8	4	11	5	2	56	1	1	3
	3%	*4%*	*3%*	*4%*	*1%*	*5%*	*1%*	*6%*	*3%*	*2%*	*3%*	*2%*	*1%*	*3%*
		l		l		**fl**		**fkl**			l			

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Healthcare and social work	**86**	7	5	16	10	6	11	8	3	3	69	7	5	6
	4%	*4%*	*3%*	*5%*	*13%*	*4%*	*3%*	*4%*	*2%*	*2%*	*4%*	*7%*	*5%*	*6%*
					abcefghijl							**hij**		
Other community, social and personal service activities	**187**	17	9	33	6	4	37	19	17	12	155	9	14	8
	9%	*10%*	*6%*	*10%*	*8%*	*2%*	*12%*	*10%*	*11%*	*8%*	*9%*	*10%*	*15%*	*9%*
		e		e			e	e	e	e	e	e	**bejm**	e
Private households with employed persons	**2**	-	-	-	-	-	2	-	-	-	2	-	-	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
Non-Governmental Organisations (NGOs)	**105**	6	6	26	4	5	20	6	5	7	85	5	5	10
	5%	*4%*	*4%*	*8%*	*5%*	*3%*	*6%*	*3%*	*3%*	*5%*	*5%*	*6%*	*5%*	*11%*
				e										**abeghjkl**
Don't know	**3**	-	-	*	-	-	2	-	-	*	2	1	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*
Other answers	**16**	4	-	4	2	-	4	*	-	-	14	*	1	1
	1%	*2%*	*-%*	*1%*	*3%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*
					egk									
Net: Agriculture	**37**	2	-	2	2	2	2	8	4	4	27	3	5	2
	2%	*1%*	*-%*	*1%*	*2%*	*1%*	*1%*	*4%*	*3%*	*3%*	*2%*	*3%*	*6%*	*3%*
								bcfj				**cf**	**abcefj**	
Net: Manufacturing	**214**	31	17	27	8	18	31	15	30	17	194	5	6	8
	11%	*18%*	*11%*	*8%*	*10%*	*10%*	*10%*	*8%*	*19%*	*11%*	*11%*	*6%*	*7%*	*8%*
		cfgjklm							**cefgjklm**		**kl**			
Net: Utilities	**34**	9	*	2	2	-	4	4	3	4	29	3	1	1
	2%	*5%*	**%*	*1%*	*3%*	*-%*	*1%*	*2%*	*2%*	*3%*	*2%*	*4%*	*1%*	*1%*
		bcefjlm										**cejm**		
Net: Construction	**160**	13	9	35	4	16	22	18	16	7	139	9	7	5
	8%	*7%*	*6%*	*11%*	*5%*	*9%*	*7%*	*9%*	*10%*	*4%*	*8%*	*10%*	*7%*	*5%*
				m										
Net: Distribution	**578**	37	72	66	24	62	96	54	31	62	504	24	26	24
	29%	*22%*	*47%*	*20%*	*32%*	*36%*	*31%*	*27%*	*19%*	*41%*	*29%*	*26%*	*28%*	*26%*
			acfghjkl			**achkm**	**ch**			**acghjklm**	**ch**		c	
			m											
Net: Hospitality	**78**	5	2	11	6	15	8	16	-	3	66	5	3	3
	4%	*3%*	*1%*	*3%*	*8%*	*9%*	*3%*	*8%*	*-%*	*2%*	*4%*	*6%*	*3%*	*3%*
				h	**bfhi**	**bcfhijlm**		**bcfhijlm**			h	h		
Net: Financial	**83**	10	3	19	2	6	4	5	5	14	68	4	4	7
	4%	*6%*	*2%*	*6%*	*2%*	*4%*	*1%*	*3%*	*3%*	*9%*	*4%*	*4%*	*4%*	*7%*
		f		f						**bfgj**		f		**fj**
Net: Non-financial	**798**	61	48	169	27	53	137	75	67	40	677	37	41	43
	40%	*36%*	*32%*	*51%*	*35%*	*31%*	*44%*	*38%*	*43%*	*26%*	*39%*	*41%*	*44%*	*45%*
				abdegij			**bei**	i	i		i	i	**bei**	**bei**
				k										

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Net: Other	**16**	4	-	4	2	-	4	*	-	-	14	*	1	1
	1%	*2%*	*-%*	*1%*	*3%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*
					egk									

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Agriculture, hunting and forestry	**37**	2	-	2	**	3	2	8	2	4	23	5	7	2
	2%	*1%*	*-%*	*1%*	**	*2%*	*1%*	*5%*	*1%*	*2%*	*1%*	*5%*	*7%*	*3%*
								bcfj				**cfj**	**abcefhjm**	
Fishing	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Manufacturing	**214**	29	18	21	**	16	39	13	30	21	190	7	9	8
	11%	*14%*	*15%*	*7%*	**	*10%*	*11%*	*7%*	*18%*	*12%*	*11%*	*8%*	*9%*	*9%*
		ck	c						**cdgjklm**		c			
Electricity / Gas / Water supply	**34**	9	3	2	**	-	6	2	-	6	29	3	1	1
	2%	*4%*	*3%*	*1%*	**	*-%*	*2%*	*1%*	*-%*	*3%*	*2%*	*4%*	*1%*	*1%*
		cehjm								**cehm**		**cehm**		
Construction	**160**	13	9	28	**	17	29	18	16	8	139	9	7	5
	8%	*6%*	*7%*	*9%*	**	*12%*	*9%*	*11%*	*10%*	*5%*	*8%*	*9%*	*7%*	*5%*
				d		**dim**	d	**dm**	d		d	**dm**		
Wholesale and retail trade: repair of motor vehicles / motor cycles	**516**	37	50	59	**	48	92	31	39	65	447	23	24	22
	26%	*18%*	*41%*	*19%*	**	*32%*	*27%*	*18%*	*24%*	*37%*	*26%*	*23%*	*24%*	*23%*
			acfghjkl		**acghjklm**	**acg**	**ac**			**acfghjklm**	**ac**			
			m											
Hotels and restaurants	**78**	5	2	9	**	11	12	14	2	5	66	5	3	3
	4%	*3%*	*2%*	*3%*	**	*7%*	*3%*	*9%*	*1%*	*3%*	*4%*	*6%*	*3%*	*3%*
					achlm	h		**acfhijlm**						
Transportation storage and communication	**63**	15	*	6	**	6	15	6	2	2	55	3	2	3
	3%	*7%*	**%*	*2%*	**	*4%*	*4%*	*3%*	*1%*	*1%*	*3%*	*3%*	*2%*	*3%*
		bchijkl												
		m												
Financial intermediation and insurance	**83**	7	3	17	**	4	7	5	6	14	65	4	6	7
	4%	*4%*	*2%*	*5%*	**	*3%*	*2%*	*3%*	*4%*	*8%*	*4%*	*4%*	*6%*	*7%*
				f						**fj**			f	**fj**
Real estate, rental and business	**339**	30	20	78	**	24	61	22	31	18	294	14	17	14
	17%	*14%*	*16%*	*25%*	**	*16%*	*18%*	*13%*	*19%*	*10%*	*17%*	*15%*	*17%*	*15%*
				agijklm			i		i		i			
Public administration and defence	**17**	2	*	4	**	-	4	4	2	-	16	1	-	1
	1%	*1%*	**%*	*1%*	**	*-%*	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*-%*	*1%*
								l						
Educational services	**62**	9	2	9	**	9	10	10	5	2	56	2	1	3
	3%	*4%*	*2%*	*3%*	**	*6%*	*3%*	*6%*	*3%*	*1%*	*3%*	*2%*	*1%*	*3%*
		l				**kl**		**kl**			l			l

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Healthcare and social work	**86**	10	2	16	**	8	11	8	3	7	69	7	5	6
	4%	*5%*	*2%*	*5%*	**	*6%*	*3%*	*5%*	*2%*	*4%*	*4%*	*7%*	*5%*	*6%*
												h		
Other community, social and personal service activities	**187**	25	7	33	**	1	31	19	19	14	155	9	14	9
	9%	*12%*	*6%*	*10%*	**	**%*	*9%*	*11%*	*12%*	*8%*	*9%*	*9%*	*14%*	*9%*
		e	e	e	e		e	e	e	e	e	e	**bej**	e
Private households with employed persons	**2**	-	-	-	**	-	2	-	-	-	2	-	-	1
	****%***	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
Non-Governmental Organisations (NGOs)	**105**	10	6	28	**	4	14	6	5	9	85	5	5	10
	5%	*5%*	*5%*	*9%*	**	*3%*	*4%*	*4%*	*3%*	*5%*	*5%*	*5%*	*5%*	*11%*
				efj										**aefghjkl**
Don't know	**3**	-	-	*	**	-	2	-	-	*	2	1	-	-
	****%***	*-%*	*-%*	**%*	**	*-%*	*1%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*
Other answers	**16**	4	-	2	**	-	4	2	-	-	14	*	1	1
	1%	*2%*	*-%*	*1%*	**	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*
					ehijk									
Net: Agriculture	**37**	2	-	2	**	3	2	8	2	4	23	5	7	2
	2%	*1%*	*-%*	*1%*	**	*2%*	*1%*	*5%*	*1%*	*2%*	*1%*	*5%*	*7%*	*3%*
								bcfj				**cfj**	**abcefhjm**	
Net: Manufacturing	**214**	29	18	21	**	16	39	13	30	21	190	7	9	8
	11%	*14%*	*15%*	*7%*	**	*10%*	*11%*	*7%*	*18%*	*12%*	*11%*	*8%*	*9%*	*9%*
		ck	c						**cdgjklm**		c			
Net: Utilities	**34**	9	3	2	**	-	6	2	-	6	29	3	1	1
	2%	*4%*	*3%*	*1%*	**	*-%*	*2%*	*1%*	*-%*	*3%*	*2%*	*4%*	*1%*	*1%*
		cehjm								**cehm**		**cehm**		
Net: Construction	**160**	13	9	28	**	17	29	18	16	8	139	9	7	5
	8%	*6%*	*7%*	*9%*	**	*12%*	*9%*	*11%*	*10%*	*5%*	*8%*	*9%*	*7%*	*5%*
				d		**dim**	d	**dm**	d		d	**dm**		
Net: Distribution	**578**	51	51	65	**	54	108	37	41	67	502	26	26	24
	29%	*25%*	*41%*	*21%*	**	*36%*	*31%*	*22%*	*25%*	*38%*	*29%*	*26%*	*26%*	*26%*
			acghjklm		**acghjklm**	**cgl**	c			**acghjklm**	c			
Net: Hospitality	**78**	5	2	9	**	11	12	14	2	5	66	5	3	3
	4%	*3%*	*2%*	*3%*	**	*7%*	*3%*	*9%*	*1%*	*3%*	*4%*	*6%*	*3%*	*3%*
					achlm	h		**acfhijlm**						
Net: Financial	**83**	7	3	17	**	4	7	5	6	14	65	4	6	7
	4%	*4%*	*2%*	*5%*	**	*3%*	*2%*	*3%*	*4%*	*8%*	*4%*	*4%*	*6%*	*7%*
				f						**fj**			f	**fj**
Net: Non-financial	**798**	85	38	168	**	46	134	69	65	50	676	38	41	43
	40%	*41%*	*31%*	*54%*	**	*31%*	*39%*	*41%*	*40%*	*28%*	*40%*	*38%*	*41%*	*46%*
		i		**abdefgh ijkl**			i	i			i		**ei**	**bei**
Net: Other	**16**	4	-	2	**	-	4	2	-	-	14	*	1	1
	1%	*2%*	*-%*	*1%*	**	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	**%*	*1%*	*1%*
					ehijk									

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Agriculture, hunting and forestry	37	**	-	**	-	-	-	-	-	9	28	37	*	30	8
	2%	**	-%	**	-%	-%	-%	-%	-%	1%	7%	2%	*%	2%	7%
		bcdefgh									a	b			a
Fishing	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Mining and quarrying	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Manufacturing	214	**	214	**	-	-	-	-	-	166	48	196	18	205	9
	11%	**	100%	**	-%	-%	-%	-%	-%	10%	12%	11%	10%	11%	8%
			acdefgh												
Electricity / Gas / Water supply	34	**	-	**	-	-	-	-	-	24	10	32	2	32	2
	2%	**	-%	**	-%	-%	-%	-%	-%	1%	3%	2%	1%	2%	2%
				abdefgh											
Construction	160	**	-	**	160	-	-	-	*	133	27	154	6	157	3
	8%	**	-%	**	100%	-%	-%	-%	*%	8%	7%	8%	3%	8%	3%
					abcefgh							b		b	
Wholesale and retail trade: repair of motor vehicles / motor cycles	516	**	-	**	-	516	-	-	-	405	110	484	32	469	47
	26%	**	-%	**	-%	89%	-%	-%	-%	25%	29%	27%	17%	25%	42%
						abcdfgh						b			a
Hotels and restaurants	78	**	-	**	-	-	78	-	-	61	17	65	13	71	7
	4%	**	-%	**	-%	-%	100%	-%	-%	4%	4%	4%	7%	4%	6%
							abcdegh						a		
Transportation storage and communication	63	**	-	**	-	63	-	-	-	52	10	58	5	62	*
	3%	**	-%	**	-%	11%	-%	-%	-%	3%	3%	3%	3%	3%	*%
						abcdfgh									
Financial intermediation and insurance	83	**	-	**	-	-	-	83	-	74	9	75	8	82	1
	4%	**	-%	**	-%	-%	-%	100%	-%	5%	2%	4%	4%	4%	1%
								abcdefh		b					
Real estate, rental and business	339	**	-	**	-	-	-	-	339	293	46	314	25	333	6
	17%	**	-%	**	-%	-%	-%	-%	42%	18%	12%	17%	14%	18%	6%
									abcdefg	b				b	
Public administration and defence	17	**	-	**	-	-	-	-	17	15	2	15	2	16	2
	1%	**	-%	**	-%	-%	-%	-%	2%	1%	1%	1%	1%	1%	2%
									be						
Educational services	62	**	-	**	-	-	-	-	62	48	14	57	4	62	*
	3%	**	-%	**	-%	-%	-%	-%	8%	3%	4%	3%	2%	3%	*%
									bdefg						
Healthcare and social work	86	**	-	**	-	-	-	-	86	74	12	68	17	82	3
	4%	**	-%	**	-%	-%	-%	-%	11%	5%	3%	4%	10%	4%	3%
									abcdefg				a		

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Other community, social and personal service activities	187	**	-	**	*	-	-	-	187	150	37	162	25	170	17
	9%	**	-%	**	*%	-%	-%	-%	*23%*	*9%*	*10%*	*9%*	*13%*	*9%*	*15%*
									abcdefg				a		a
Private households with employed persons	2	**	-	**	-	-	-	-	2	2	-	2	-	2	1
	**%*	**	-%	**	-%	-%	-%	-%	**%*	**%*	-%	**%*	-%	**%*	*1%*
Non-Governmental Organisations (NGOs)	105	**	-	**	-	-	-	-	105	92	13	83	23	98	7
	5%	**	-%	**	-%	-%	-%	-%	*13%*	*6%*	*3%*	*5%*	*12%*	*5%*	*6%*
									abcdefg	b			a		
Don't know	3	**	-	**	-	-	-	-	-	2	1	3	*	3	-
	**%*	**	-%	**	-%	-%	-%	-%	-%	**%*	**%*	**%*	**%*	**%*	-%
Other answers	16	**	-	**	-	-	-	-	-	15	1	13	3	16	-
	1%	**	-%	**	-%	-%	-%	-%	-%	*1%*	**%*	*1%*	*1%*	*1%*	-%
Net: Agriculture	37	**	-	**	-	-	-	-	-	9	28	37	*	30	8
	2%	**	-%	**	-%	-%	-%	-%	-%	*1%*	*7%*	*2%*	**%*	*2%*	*7%*
		bcdefgh									a	b			a
Net: Manufacturing	214	**	214	**	-	-	-	-	-	166	48	196	18	205	9
	11%	**	*100%*	**	-%	-%	-%	-%	-%	*10%*	*12%*	*11%*	*10%*	*11%*	*8%*
			acdefgh												
Net: Utilities	34	**	-	**	-	-	-	-	-	24	10	32	2	32	2
	2%	**	-%	**	-%	-%	-%	-%	-%	*1%*	*3%*	*2%*	*1%*	*2%*	*2%*
				abdefgh											
Net: Construction	160	**	-	**	160	-	-	-	*	133	27	154	6	157	3
	8%	**	-%	**	*100%*	-%	-%	-%	**%*	*8%*	*7%*	*8%*	*3%*	*8%*	*3%*
					abcefgh							b		b	
Net: Distribution	578	**	-	**	-	578	-	-	-	458	121	542	36	531	47
	29%	**	-%	**	-%	*100%*	-%	-%	-%	*28%*	*31%*	*30%*	*20%*	*28%*	*42%*
						abcdfgh						b			a
Net: Hospitality	78	**	-	**	-	-	78	-	-	61	17	65	13	71	7
	4%	**	-%	**	-%	-%	*100%*	-%	-%	*4%*	*4%*	*4%*	*7%*	*4%*	*6%*
							abcdegh						a		
Net: Financial	83	**	-	**	-	-	-	83	-	74	9	75	8	82	1
	4%	**	-%	**	-%	-%	-%	*100%*	-%	*5%*	*2%*	*4%*	*4%*	*4%*	*1%*
								abcdefh		b					
Net: Non-financial	798	**	-	**	*	-	-	-	798	675	124	702	96	762	36
	40%	**	-%	**	*%	-%	-%	-%	*100%*	*42%*	*32%*	*39%*	*53%*	*40%*	*32%*
									abcdefg	b			a		
Net: Other	16	**	-	**	-	-	-	-	-	15	1	13	3	16	-
	1%	**	-%	**	-%	-%	-%	-%	-%	*1%*	**%*	*1%*	*1%*	*1%*	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Agriculture, hunting and forestry	37	21	7	7	33	3	1	**	**	**	**	**	37	1	19	14	4
	2%	2%	2%	1%	2%	1%	1%	**	**	**	**	**	2%	1%	3%	2%	1%
Fishing	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Mining and quarrying	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Manufacturing	214	112	24	72	139	72	2	**	**	**	**	**	211	2	51	88	75
	11%	9%	7%	16%	9%	21%	4%	**	**	**	**	**	11%	4%	7%	10%	19%
				ab		acij							a			a	ab
Electricity / Gas / Water supply	34	25	4	5	29	4	1	**	**	**	**	**	33	1	18	11	5
	2%	2%	1%	1%	2%	1%	2%	**	**	**	**	**	2%	1%	2%	1%	1%
Construction	160	115	28	16	149	11	-	**	**	**	**	**	160	-	68	81	11
	8%	10%	9%	4%	9%	3%	-%	**	**	**	**	**	8%	-%	9%	10%	3%
		c	c		bcj								bcj		c	c	
Wholesale and retail trade: repair of motor vehicles / motor cycles	516	251	78	181	361	115	33	**	**	**	**	**	476	40	161	200	154
	26%	21%	24%	39%	23%	33%	69%	**	**	**	**	**	24%	72%	21%	24%	38%
				ab		ai	abi							abi			ab
Hotels and restaurants	78	60	6	9	74	4	-	**	**	**	**	**	78	-	53	22	4
	4%	5%	2%	2%	5%	1%	-%	**	**	**	**	**	4%	-%	7%	3%	1%
		bc			bj								b		bc	c	
Transportation storage and communication	63	32	15	15	51	9	2	**	**	**	**	**	60	3	14	36	12
	3%	3%	5%	3%	3%	3%	5%	**	**	**	**	**	3%	5%	2%	4%	3%
																a	
Financial intermediation and insurance	83	39	13	27	63	17	2	**	**	**	**	**	80	2	19	43	20
	4%	3%	4%	6%	4%	5%	5%	**	**	**	**	**	4%	4%	3%	5%	5%
				a												a	a
Real estate, rental and business	339	209	67	60	284	51	3	**	**	**	**	**	336	3	109	176	55
	17%	18%	20%	13%	18%	15%	7%	**	**	**	**	**	17%	6%	14%	21%	14%
		c	c		cj	j							cj			ac	
Public administration and defence	17	10	2	5	13	3	2	**	**	**	**	**	15	2	4	9	5
	1%	1%	1%	1%	1%	1%	4%	**	**	**	**	**	1%	3%	1%	1%	1%
							abi							ai			
Educational services	62	45	7	8	50	11	1	**	**	**	**	**	61	1	39	10	12
	3%	4%	2%	2%	3%	3%	2%	**	**	**	**	**	3%	2%	5%	1%	3%
		c													b		b
Healthcare and social work	86	43	26	17	69	17	*	**	**	**	**	**	85	*	37	31	17
	4%	4%	8%	4%	4%	5%	*%	**	**	**	**	**	4%	1%	5%	4%	4%
			ac														

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Other community, social and personal service activities	**187**	130	26	24	174	12	*	**	**	**	**	**	187	*	99	75	12
	9%	*11%*	*8%*	*5%*	*11%*	*4%*	*%*	**	**	**	**	**	*10%*	*%*	*13%*	*9%*	*3%*
		c			**bcj**								**bcj**		**bc**	c	
Private households with employed persons	**2**	1	2	-	2	-	-	**	**	**	**	**	2	-	1	2	-
	%	*%*	*1%*	*-%*	*%*	*-%*	*-%*	**	**	**	**	**	*%*	*-%*	*%*	*%*	*-%*
			a														
Non-Governmental Organisations (NGOs)	**105**	70	19	14	93	12	*	**	**	**	**	**	105	*	57	36	12
	5%	*6%*	*6%*	*3%*	*6%*	*3%*	*%*	**	**	**	**	**	*5%*	*%*	*8%*	*4%*	*3%*
		c			**bj**								j		**bc**		
Don't know	**3**	3	-	*	3	-	-	**	**	**	**	**	3	-	*	3	-
	%	*%*	*-%*	*%*	*%*	*-%*	*-%*	**	**	**	**	**	*%*	*-%*	*%*	*%*	*-%*
Other answers	**16**	11	3	2	12	4	-	**	**	**	**	**	16	-	4	7	4
	1%	*1%*	*1%*	*%*	*1%*	*1%*	*-%*	**	**	**	**	**	*1%*	*-%*	*1%*	*1%*	*1%*
Net: Agriculture	**37**	21	7	7	33	3	1	**	**	**	**	**	37	1	19	14	4
	2%	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	*2%*	*1%*	*3%*	*2%*	*1%*
Net: Manufacturing	**214**	112	24	72	139	72	2	**	**	**	**	**	211	2	51	88	75
	11%	*9%*	*7%*	*16%*	*9%*	*21%*	*4%*	**	**	**	**	**	*11%*	*4%*	*7%*	*10%*	*19%*
				ab		**acij**							a			a	**ab**
Net: Utilities	**34**	25	4	5	29	4	1	**	**	**	**	**	33	1	18	11	5
	2%	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	**	**	**	**	**	*2%*	*1%*	*2%*	*1%*	*1%*
Net: Construction	**160**	115	28	16	149	11	-	**	**	**	**	**	160	-	68	81	11
	8%	*10%*	*9%*	*4%*	*9%*	*3%*	*-%*	**	**	**	**	**	*8%*	*-%*	*9%*	*10%*	*3%*
		c	c		**bcj**								**bcj**		c	c	
Net: Distribution	**578**	284	92	196	412	124	36	**	**	**	**	**	536	42	176	236	166
	29%	*24%*	*28%*	*42%*	*26%*	*36%*	*74%*	**	**	**	**	**	*28%*	*76%*	*23%*	*28%*	*41%*
				ab		**ai**	**abi**							**abi**		a	**ab**
Net: Hospitality	**78**	60	6	9	74	4	-	**	**	**	**	**	78	-	53	22	4
	4%	*5%*	*2%*	*2%*	*5%*	*1%*	*-%*	**	**	**	**	**	*4%*	*-%*	*7%*	*3%*	*1%*
		bc			**bj**								b		**bc**	c	
Net: Financial	**83**	39	13	27	63	17	2	**	**	**	**	**	80	2	19	43	20
	4%	*3%*	*4%*	*6%*	*4%*	*5%*	*5%*	**	**	**	**	**	*4%*	*4%*	*3%*	*5%*	*5%*
				a												a	a
Net: Non-financial	**798**	508	148	128	686	105	7	**	**	**	**	**	791	7	346	340	113
	40%	*43%*	*46%*	*28%*	*43%*	*31%*	*14%*	**	**	**	**	**	*41%*	*13%*	*46%*	*40%*	*28%*
		c	c		**bcj**	**cj**							**bcj**		**bc**	c	
Net: Other	**16**	11	3	2	12	4	-	**	**	**	**	**	16	-	4	7	4
	1%	*1%*	*1%*	*%*	*1%*	*1%*	*-%*	**	**	**	**	**	*1%*	*-%*	*1%*	*1%*	*1%*

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 4 (continuation)

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Agriculture, hunting and forestry	**37**	28	16	31	12	13	23	29	*	**	**	**	**	**	12	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Fishing	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Mining and quarrying	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Manufacturing	**214**	117	89	138	123	52	135	136	1	**	**	**	**	**	114	**	**	**	**	**	**	**
	11%	*9%*	*10%*	*9%*	*17%*	*11%*	*11%*	*10%*	*2%*	**	**	**	**	**	*16%*	**	**	**	**	**	**	**
					abcef		**ac**	**bc**														
Electricity / Gas / Water supply	**34**	27	16	27	8	8	28	22	5	**	**	**	**	**	8	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*7%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
							d		a													
Construction	**160**	114	76	124	46	39	106	119	3	**	**	**	**	**	45	**	**	**	**	**	**	**
	8%	*8%*	*9%*	*8%*	*6%*	*8%*	*9%*	*9%*	*4%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
			d				d															
Wholesale and retail trade: repair of motor vehicles / motor cycles	**516**	326	198	373	271	123	314	324	23	**	**	**	**	**	259	**	**	**	**	**	**	**
	26%	*24%*	*23%*	*25%*	*37%*	*25%*	*27%*	*24%*	*33%*	**	**	**	**	**	*37%*	**	**	**	**	**	**	**
					abcef		b		a	a	**ab**											
Hotels and restaurants	**78**	50	10	51	9	12	28	50	*	**	**	**	**	**	9	**	**	**	**	**	**	**
	4%	*4%*	*1%*	*3%*	*1%*	*2%*	*2%*	*4%*	*%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
		bd		**bd**			b															
Transportation storage and communication	**63**	46	24	46	26	24	45	42	3	**	**	**	**	**	26	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
						bc					**ac**											
Financial intermediation and insurance	**83**	73	64	78	23	22	48	73	2	**	**	**	**	**	22	**	**	**	**	**	**	**
	4%	*5%*	*7%*	*5%*	*3%*	*4%*	*4%*	*5%*	*3%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
		d	**acdef**	d																		
Real estate, rental and business	**339**	253	180	274	114	87	211	254	17	**	**	**	**	**	112	**	**	**	**	**	**	**
	17%	*18%*	*21%*	*18%*	*16%*	*18%*	*18%*	*19%*	*23%*	**	**	**	**	**	*16%*	**	**	**	**	**	**	**
			d					d	d	d												
Public administration and defence	**17**	16	9	16	2	5	9	14	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
		d		d						**ab**												
Educational services	**62**	37	23	43	12	11	23	39	3	**	**	**	**	**	12	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Healthcare and social work	**86**	65	37	67	27	23	46	54	1	**	**	**	**	**	25	**	**	**	**	**	**	**
	4%	*5%*	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*2%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
										ab	**ab**											

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Other community, social and personal service activities	**187**	130	65	133	39	49	89	126	3	**	**	**	**	**	37	**	**	**	**	**	**	**
	9%	*9%*	*8%*	*9%*	*5%*	*10%*	*8%*	*9%*	*5%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
		d		d		d		d														
Private households with employed persons	**2**	2	2	2	-	-	2	2	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Non-Governmental Organisations (NGOs)	**105**	82	46	84	14	20	58	76	8	**	**	**	**	**	14	**	**	**	**	**	**	**
	5%	*6%*	*5%*	*6%*	*2%*	*4%*	*5%*	*6%*	*11%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
		d	d	d		d	d		**ad**													
Don't know	**3**	3	2	3	-	-	3	3	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Other answers	**16**	12	6	12	9	7	12	9	2	**	**	**	**	**	9	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
									a													
Net: Agriculture	**37**	28	16	31	12	13	23	29	*	**	**	**	**	**	12	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Net: Manufacturing	**214**	117	89	138	123	52	135	136	1	**	**	**	**	**	114	**	**	**	**	**	**	**
	11%	*9%*	*10%*	*9%*	*17%*	*11%*	*11%*	*10%*	*2%*	**	**	**	**	**	*16%*	**	**	**	**	**	**	**
					abcef		**ac**	**bc**														
Net: Utilities	**34**	27	16	27	8	8	28	22	5	**	**	**	**	**	8	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*7%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
							d		a													
Net: Construction	**160**	114	76	124	46	39	106	119	3	**	**	**	**	**	45	**	**	**	**	**	**	**
	8%	*8%*	*9%*	*8%*	*6%*	*8%*	*9%*	*9%*	*4%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
			d				d															
Net: Distribution	**578**	372	221	419	297	146	359	366	26	**	**	**	**	**	285	**	**	**	**	**	**	**
	29%	*27%*	*26%*	*28%*	*40%*	*30%*	*30%*	*27%*	*37%*	**	**	**	**	**	*40%*	**	**	**	**	**	**	**
					abcef		**ab**		a		**abc**											
Net: Hospitality	**78**	50	10	51	9	12	28	50	*	**	**	**	**	**	9	**	**	**	**	**	**	**
	4%	*4%*	*1%*	*3%*	*1%*	*2%*	*2%*	*4%*	*%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
		bd		**bd**			b															
Net: Financial	**83**	73	64	78	23	22	48	73	2	**	**	**	**	**	22	**	**	**	**	**	**	**
	4%	*5%*	*7%*	*5%*	*3%*	*4%*	*4%*	*5%*	*3%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
		d	**acdef**	d																		
Net: Non-financial	**798**	585	362	619	209	196	439	565	32	**	**	**	**	**	202	**	**	**	**	**	**	**
	40%	*42%*	*42%*	*41%*	*28%*	*39%*	*37%*	*41%*	*45%*	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
		df	**df**	**df**		d	d	d	d	d												
Net: Other	**16**	12	6	12	9	7	12	9	2	**	**	**	**	**	9	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
									a													

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 4 (continuation)

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Agriculture, hunting and forestry	37	14	15	2	*	**	5	3	3	1	**	2	**	10	37	1
	2%	3%	4%	*%	*%	**	2%	2%	2%	*%	**	*%	**	5%	2%	*%
		cd	cd											a		
Fishing	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Mining and quarrying	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Manufacturing	214	47	34	41	15	**	29	22	42	26	**	102	**	11	154	59
	11%	10%	9%	10%	8%	**	11%	14%	24%	19%	**	21%	**	5%	9%	26%
									ab	a		c	c			a
Electricity / Gas / Water supply	34	5	9	9	3	**	5	*	2	1	**	3	**	4	31	3
	2%	1%	2%	2%	2%	**	2%	*%	1%	1%	**	1%	**	2%	2%	1%
Construction	160	46	21	46	11	**	28	8	6	3	**	25	**	20	151	9
	8%	10%	5%	11%	5%	**	11%	5%	4%	2%	**	5%	**	10%	9%	4%
		bd		bd			bcd							ab	b	
Wholesale and retail trade: repair of motor vehicles / motor cycles	516	96	100	112	62	**	70	48	72	78	**	218	**	32	411	105
	26%	20%	26%	27%	31%	**	28%	30%	41%	57%	**	45%	**	16%	23%	46%
				a	a				ab	abc		c	c			a
Hotels and restaurants	78	24	15	11	*	**	4	1	4	*	**	4	**	5	77	1
	4%	5%	4%	3%	*%	**	1%	*%	2%	*%	**	1%	**	3%	4%	*%
		d	d	d										a	b	
Transportation storage and communication	63	17	11	10	7	**	12	5	2	6	**	13	**	10	56	7
	3%	4%	3%	2%	3%	**	5%	3%	1%	5%	**	3%	**	5%	3%	3%
							c									
Financial intermediation and insurance	83	10	18	30	20	**	10	8	5	*	**	5	**	18	80	3
	4%	2%	5%	7%	10%	**	4%	5%	3%	*%	**	1%	**	9%	5%	1%
				a	ab		d	d						a	b	
Real estate, rental and business	339	88	71	74	34	**	43	38	18	14	**	65	**	40	316	23
	17%	19%	18%	18%	17%	**	17%	24%	11%	10%	**	13%	**	20%	18%	10%
								cd						a	b	
Public administration and defence	17	4	6	4	3	**	*	2	*	*	**	2	**	*	16	1
	1%	1%	1%	1%	1%	**	*%	1%	*%	*%	**	*%	**	*%	1%	*%
Educational services	62	25	8	7	3	**	4	6	2	*	**	8	**	4	59	3
	3%	5%	2%	2%	2%	**	1%	4%	1%	*%	**	2%	**	2%	3%	1%
		bcd						d								

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 4 (continuation)

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Healthcare and social work	86	13	20	14	13	**	14	2	3	6	**	14	**	13	84	1
	4%	3%	5%	3%	6%	**	5%	1%	2%	5%	**	3%	**	6%	5%	1%
					ac		bc							a	b	
Other community, social and personal service activities	187	63	30	28	11	**	24	12	3	*	**	15	**	24	178	7
	9%	13%	8%	7%	6%	**	9%	7%	2%	*%	**	3%	**	12%	10%	3%
		bcd					cd	cd						ab	b	
Private households with employed persons	2	-	-	2	-	**	-	-	-	-	**	-	**	-	2	-
	*%	-%	-%	*%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*%	-%
Non-Governmental Organisations (NGOs)	105	21	26	22	15	**	3	5	6	*	**	8	**	6	103	2
	5%	4%	7%	5%	7%	**	1%	3%	3%	*%	**	2%	**	3%	6%	1%
															b	
Don't know	3	-	*	1	2	**	-	-	-	-	**	-	**	-	3	-
	*%	-%	*%	*%	1%	**	-%	-%	-%	-%	**	-%	**	-%	*%	-%
					a											
Other answers	16	2	3	6	1	**	2	1	6	-	**	5	**	4	14	2
	1%	*%	1%	1%	*%	**	1%	*%	3%	-%	**	1%	**	2%	1%	1%
									bd							
Net: Agriculture	37	14	15	2	*	**	5	3	3	1	**	2	**	10	37	1
	2%	3%	4%	*%	*%	**	2%	2%	2%	*%	**	*%	**	5%	2%	*%
		cd	cd											a		
Net: Manufacturing	214	47	34	41	15	**	29	22	42	26	**	102	**	11	154	59
	11%	10%	9%	10%	8%	**	11%	14%	24%	19%	**	21%	**	5%	9%	26%
									ab	a		c	c			a
Net: Utilities	34	5	9	9	3	**	5	*	2	1	**	3	**	4	31	3
	2%	1%	2%	2%	2%	**	2%	*%	1%	1%	**	1%	**	2%	2%	1%
Net: Construction	160	46	21	46	11	**	28	8	6	3	**	25	**	20	151	9
	8%	10%	5%	11%	5%	**	11%	5%	4%	2%	**	5%	**	10%	9%	4%
		bd		bd			bcd							ab	b	
Net: Distribution	578	114	112	123	69	**	83	53	74	84	**	231	**	42	467	111
	29%	24%	29%	29%	34%	**	32%	33%	42%	62%	**	47%	**	21%	26%	49%
					a				a	abc		c	c			a
Net: Hospitality	78	24	15	11	*	**	4	1	4	*	**	4	**	5	77	1
	4%	5%	4%	3%	*%	**	1%	*%	2%	*%	**	1%	**	3%	4%	*%
		d	d	d										a	b	
Net: Financial	83	10	18	30	20	**	10	8	5	*	**	5	**	18	80	3
	4%	2%	5%	7%	10%	**	4%	5%	3%	*%	**	1%	**	9%	5%	1%
				a	ab		d	d						a	b	

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Net: Non-financial	**798**	215	161	152	80	**	88	65	33	21	**	112	**	87	759	37
	40%	*45%*	*41%*	*36%*	*40%*	**	*35%*	*40%*	*19%*	*16%*	**	*23%*	**	*43%*	*43%*	*16%*
		c					**cd**	**cd**						**ab**	b	
Net: Other	**16**	2	3	6	1	**	2	1	6	-	**	5	**	4	14	2
	1%	**%*	*1%*	*1%*	**%*	**	*1%*	**%*	*3%*	*-%*	**	*1%*	**	*2%*	*1%*	*1%*
									bd							

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 4 (continuation)

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	2000	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	2000	1450	50	492	243	1432	69	486	249	323	1288	145	1
Agriculture, hunting and forestry	37	31	-	11	1	31	-	11	1	10	26	1	**
	2%	2%	-%	2%	*%	2%	-%	2%	*%	3%	2%	1%	**
				b				b		c			
Fishing	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Mining and quarrying	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Manufacturing	214	123	15	60	63	122	16	53	69	25	111	21	**
	11%	8%	29%	12%	26%	9%	23%	11%	28%	8%	9%	15%	**
			a		a		a		a			ab	
Electricity / Gas / Water supply	34	27	-	7	1	27	-	7	1	4	24	*	**
	2%	2%	-%	1%	*%	2%	-%	1%	*%	1%	2%	*%	**
Construction	160	121	3	36	10	121	3	36	10	19	110	8	**
	8%	8%	6%	7%	4%	8%	4%	7%	4%	6%	9%	5%	**
Wholesale and retail trade: repair of motor vehicles / motor cycles	516	360	14	156	115	345	28	159	112	67	299	38	**
	26%	25%	27%	32%	47%	24%	41%	33%	45%	21%	23%	26%	**
					a		a		a				
Hotels and restaurants	78	50	*	8	1	50	*	8	1	8	47	5	**
	4%	3%	1%	2%	*%	4%	*%	2%	*%	3%	4%	3%	**
Transportation storage and communication	63	42	4	17	9	42	4	16	11	20	42	10	**
	3%	3%	8%	4%	4%	3%	6%	3%	4%	6%	3%	7%	**
			a							b		b	
Financial intermediation and insurance	83	77	1	18	4	77	1	18	4	16	71	10	**
	4%	5%	2%	4%	2%	5%	1%	4%	2%	5%	6%	7%	**
Real estate, rental and business	339	267	7	84	30	266	8	84	30	77	233	29	**
	17%	18%	13%	17%	12%	19%	11%	17%	12%	24%	18%	20%	**
										b			
Public administration and defence	17	16	1	2	-	16	1	2	-	5	16	*	**
	1%	1%	1%	*%	-%	1%	1%	*%	-%	1%	1%	*%	**
Educational services	62	43	*	12	*	43	*	12	*	10	31	7	**
	3%	3%	*%	2%	*%	3%	*%	3%	*%	3%	2%	5%	**
				b				b					
Healthcare and social work	86	67	*	26	1	67	*	26	1	16	57	4	**
	4%	5%	1%	5%	*%	5%	1%	5%	*%	5%	4%	3%	**
				b				b					

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 4 (continuation)

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	2000	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	2000	1450	50	492	243	1432	69	486	249	323	1288	145	1
Other community, social and personal service activities	187	128	5	33	6	126	6	33	6	24	128	5	**
	9%	9%	9%	7% b	2%	9%	9%	7% b	2%	8%	10% c	4%	**
Private households with employed persons	2	2	-	-	-	2	-	-	-	-	2	-	**
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	**
Non-Governmental Organisations (NGOs)	105	83	2	14	*	83	2	14	*	16	77	6	**
	5%	6%	4%	3% b	*%	6%	3%	3% b	*%	5%	6%	4%	**
Don't know	3	3	-	-	-	3	-	-	-	*	3	*	**
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	*%	*%	**
Other answers	16	12	-	6	2	12	-	6	2	5	10	*	**
	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	1%	*%	**
Net: Agriculture	37	31	-	11	1	31	-	11	1	10	26	1	**
	2%	2%	-%	2% b	*%	2%	-%	2% b	*%	3% c	2%	1%	**
Net: Manufacturing	214	123	15	60	63	122	16	53	69	25	111	21	**
	11%	8%	29% a	12%	26% a	9%	23% a	11%	28% a	8%	9%	15% ab	**
Net: Utilities	34	27	-	7	1	27	-	7	1	4	24	*	**
	2%	2%	-%	1%	*%	2%	-%	1%	*%	1%	2%	*%	**
Net: Construction	160	121	3	36	10	121	3	36	10	19	110	8	**
	8%	8%	6%	7%	4%	8%	4%	7%	4%	6%	9%	5%	**
Net: Distribution	578	402	18	173	124	387	32	174	123	87	342	48	**
	29%	28%	35%	35%	51% a	27%	47% a	36%	50% a	27%	27%	33% b	**
Net: Hospitality	78	50	*	8	1	50	*	8	1	8	47	5	**
	4%	3%	1%	2%	*%	4%	*%	2%	*%	3%	4%	3%	**
Net: Financial	83	77	1	18	4	77	1	18	4	16	71	10	**
	4%	5%	2%	4%	2%	5%	1%	4%	2%	5%	6%	7%	**
Net: Non-financial	798	605	14	172	37	603	17	172	37	149	544	51	**
	40%	42% b	28%	35% b	15%	42% b	24%	35% b	15%	46% c	42% c	35%	**
Net: Other	16	12	-	6	2	12	-	6	2	5	10	*	**
	1%	1%	-%	1%	1%	1%	-%	1%	1%	1%	1%	*%	**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Agriculture, hunting and forestry	**37**	9	12	*	**	8	10	2	**	28	16	11	26	27	**
	2%	*3%*	*2%*	**%*	**	*1%*	*2%*	*1%*	**	*2%*	*2%*	*2%*	*2%*	*3%*	**
		c													
Fishing	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Mining and quarrying	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Manufacturing	**214**	25	73	18	**	95	76	32	**	105	80	77	101	69	**
	11%	*9%*	*10%*	*16%*	**	*18%*	*16%*	*18%*	**	*8%*	*10%*	*13%*	*9%*	*8%*	**
				ab								**ab**			
Electricity / Gas / Water supply	**34**	4	13	*	**	8	4	*	**	27	16	7	18	18	**
	2%	*1%*	*2%*	**%*	**	*2%*	*1%*	**%*	**	*2%*	*2%*	*1%*	*2%*	*2%*	**
Construction	**160**	26	69	1	**	28	35	2	**	109	75	37	110	55	**
	8%	*9%*	*9%*	*1%*	**	*5%*	*8%*	*1%*	**	*8%*	*9%*	*6%*	*9%*	*6%*	**
		c	c			c	c						b		
Wholesale and retail trade: repair of motor vehicles / motor cycles	**516**	56	169	31	**	184	167	76	**	315	193	218	260	249	**
	26%	*20%*	*23%*	*28%*	**	*35%*	*36%*	*44%*	**	*24%*	*23%*	*37%*	*22%*	*27%*	**
				a				a				**ab**		a	
Hotels and restaurants	**78**	4	7	2	**	8	4	3	**	50	10	8	42	33	**
	4%	*2%*	*1%*	*2%*	**	*2%*	*1%*	*2%*	**	*4%*	*1%*	*1%*	*4%*	*4%*	**
										bc					
Transportation storage and communication	**63**	8	23	6	**	17	17	12	**	44	24	19	33	33	**
	3%	*3%*	*3%*	*6%*	**	*3%*	*4%*	*7%*	**	*3%*	*3%*	*3%*	*3%*	*4%*	**
Financial intermediation and insurance	**83**	20	58	7	**	16	17	3	**	73	63	20	66	48	**
	4%	*7%*	*8%*	*6%*	**	*3%*	*4%*	*2%*	**	*5%*	*8%*	*3%*	*6%*	*5%*	**
											ac				**ab**
Real estate, rental and business	**339**	71	150	24	**	94	61	34	**	247	175	92	237	141	**
	17%	*25%*	*20%*	*22%*	**	*18%*	*13%*	*19%*	**	*18%*	*21%*	*16%*	*20%*	*15%*	**
											c		b		
Public administration and defence	**17**	3	7	*	**	2	*	*	**	16	9	2	16	9	**
	1%	*1%*	*1%*	**%*	**	**%*	**%*	**%*	**	*1%*	*1%*	**%*	*1%*	*1%*	**
Educational services	**62**	8	18	6	**	5	10	4	**	37	23	12	35	20	**
	3%	*3%*	*2%*	*6%*	**	*1%*	*2%*	*2%*	**	*3%*	*3%*	*2%*	*3%*	*2%*	**
				b											
Healthcare and social work	**86**	18	26	1	**	22	16	*	**	65	35	26	51	52	**
	4%	*6%*	*3%*	*1%*	**	*4%*	*4%*	**%*	**	*5%*	*4%*	*4%*	*4%*	*6%*	**
		bc				c	c								a

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Other community, social and personal service activities	**187**	13	62	7	**	23	26	4	**	126	63	35	109	80	**
	9%	*5%*	*8%*	*6%*	**	*4%*	*6%*	*2%*	**	*9%*	*8%*	*6%*	*9%*	*9%*	**
			a							c					
Private households with employed persons	**2**	-	2	-	**	-	-	-	**	2	2	-	2	2	**
	****%***	*-%*	**%*	*-%*	**	*-%*	*-%*	*-%*	**	**%*	**%*	*-%*	**%*	**%*	**
Non-Governmental Organisations (NGOs)	**105**	16	40	6	**	10	10	2	**	80	45	14	60	67	**
	5%	*6%*	*5%*	*5%*	**	*2%*	*2%*	*1%*	**	*6%*	*5%*	*2%*	*5%*	*7%*	**
										c	c			a	
Don't know	**3**	*	2	-	**	-	-	-	**	3	2	-	3	3	**
	****%***	**%*	**%*	*-%*	**	*-%*	*-%*	*-%*	**	**%*	**%*	*-%*	**%*	**%*	**
Other answers	**16**	2	3	*	**	9	5	*	**	12	6	7	11	8	**
	1%	*1%*	**%*	**%*	**	*2%*	*1%*	**%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Net: Agriculture	**37**	9	12	*	**	8	10	2	**	28	16	11	26	27	**
	2%	*3%*	*2%*	**%*	**	*1%*	*2%*	*1%*	**	*2%*	*2%*	*2%*	*2%*	*3%*	**
		c													
Net: Manufacturing	**214**	25	73	18	**	95	76	32	**	105	80	77	101	69	**
	11%	*9%*	*10%*	*16%*	**	*18%*	*16%*	*18%*	**	*8%*	*10%*	*13%*	*9%*	*8%*	**
				ab								**ab**			
Net: Utilities	**34**	4	13	*	**	8	4	*	**	27	16	7	18	18	**
	2%	*1%*	*2%*	**%*	**	*2%*	*1%*	**%*	**	*2%*	*2%*	*1%*	*2%*	*2%*	**
Net: Construction	**160**	26	69	1	**	28	35	2	**	109	75	37	110	55	**
	8%	*9%*	*9%*	*1%*	**	*5%*	*8%*	*1%*	**	*8%*	*9%*	*6%*	*9%*	*6%*	**
		c	c			c	c						b		
Net: Distribution	**578**	64	193	37	**	201	184	88	**	358	216	237	293	282	**
	29%	*23%*	*26%*	*34%*	**	*38%*	*40%*	*50%*	**	*27%*	*26%*	*40%*	*25%*	*31%*	**
				a				**ab**				**ab**		a	
Net: Hospitality	**78**	4	7	2	**	8	4	3	**	50	10	8	42	33	**
	4%	*2%*	*1%*	*2%*	**	*2%*	*1%*	*2%*	**	*4%*	*1%*	*1%*	*4%*	*4%*	**
										bc					
Net: Financial	**83**	20	58	7	**	16	17	3	**	73	63	20	66	48	**
	4%	*7%*	*8%*	*6%*	**	*3%*	*4%*	*2%*	**	*5%*	*8%*	*3%*	*6%*	*5%*	**
											ac				**ab**
Net: Non-financial	**798**	128	305	44	**	156	124	45	**	572	352	182	510	370	**
	40%	*45%*	*41%*	*40%*	**	*30%*	*27%*	*26%*	**	*43%*	*42%*	*31%*	*43%*	*41%*	**
										c	c				
Net: Other	**16**	2	3	*	**	9	5	*	**	12	6	7	11	8	**
	1%	*1%*	**%*	**%*	**	*2%*	*1%*	**%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	1050	76	16	30	11	1847	1481	1857	1507	1939
Agriculture, hunting and forestry	37	9	6	5	-	1	24	25	4	**	**	**	37	30	37	27	37
	2%	2%	2%	1%	-%	1%	2%	3%	5%	**	**	**	2%	2%	2%	2%	2%
Fishing	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Mining and quarrying	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Manufacturing	214	60	45	61	15	17	115	83	6	**	**	**	197	169	199	179	209
	11%	15%	16%	17%	16%	20%	10%	9%	8%	**	**	**	11%	11%	11%	12%	11%
Electricity / Gas / Water supply	34	4	2	7	*	-	17	19	2	**	**	**	29	23	29	23	34
	2%	1%	1%	2%	*%	-%	1%	2%	2%	**	**	**	2%	2%	2%	2%	2%
Construction	160	27	13	15	2	2	109	53	5	**	**	**	147	121	148	111	160
	8%	7%	4%	4%	2%	3%	9%	6%	7%	**	**	**	8%	8%	8%	7%	8%
							b										
Wholesale and retail trade: repair of motor vehicles / motor cycles	516	140	122	111	45	34	260	264	21	**	**	**	486	381	489	418	497
	26%	35%	42%	31%	47%	39%	23%	28%	28%	**	**	**	26%	26%	26%	28%	26%
			c		ac			a			a						
Hotels and restaurants	78	5	1	3	3	*	43	31	*	**	**	**	69	45	70	46	75
	4%	1%	*%	1%	3%	*%	4%	3%	*%	**	**	**	4%	3%	4%	3%	4%
					b												
Transportation storage and communication	63	14	6	16	7	9	34	35	*	**	**	**	59	52	59	54	63
	3%	3%	2%	5%	8%	11%	3%	4%	1%	**	**	**	3%	4%	3%	4%	3%
					b	abc											
Financial intermediation and insurance	83	14	5	5	2	*	65	46	7	**	**	**	82	70	82	64	80
	4%	4%	2%	1%	2%	*%	6%	5%	9%	**	**	**	4%	5%	4%	4%	4%
Real estate, rental and business	339	64	42	79	17	18	221	145	11	**	**	**	312	254	314	242	324
	17%	16%	15%	22%	18%	21%	19%	16%	14%	**	**	**	17%	17%	17%	16%	17%
				ab			b										
Public administration and defence	17	*	*	2	-	*	15	9	4	**	**	**	17	14	17	15	17
	1%	*%	*%	1%	-%	*%	1%	1%	5%	**	**	**	1%	1%	1%	1%	1%
Educational services	62	5	4	5	4	1	30	20	3	**	**	**	58	45	58	45	54
	3%	1%	1%	1%	4%	1%	3%	2%	4%	**	**	**	3%	3%	3%	3%	3%
Healthcare and social work	86	16	7	16	*	*	43	51	*	**	**	**	79	58	79	72	85
	4%	4%	2%	5%	*%	*%	4%	5%	*%	**	**	**	4%	4%	4%	5%	4%

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 4 (continuation)

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Other community, social and personal service activities	187	25	24	14	*	2	109	80	7	**	**	**	156	122	158	132	182
	9%	6%	8%	4%	*%	2%	9%	9%	9%	**	**	**	8%	8%	9%	9%	9%
		d	cd														
Private households with employed persons	2	-	-	-	-	-	2	2	-	**	**	**	2	2	2	2	2
	*%	-%	-%	-%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Non-Governmental Organisations (NGOs)	105	13	10	11	*	2	57	66	5	**	**	**	96	78	96	62	101
	5%	3%	3%	3%	*%	2%	5%	7%	7%	**	**	**	5%	5%	5%	4%	5%
								a									
Don't know	3	-	-	-	-	-	3	3	-	**	**	**	3	3	3	3	3
	*%	-%	-%	-%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Other answers	16	4	3	3	*	-	8	6	-	**	**	**	16	14	16	13	16
	1%	1%	1%	1%	*%	-%	1%	1%	-%	**	**	**	1%	1%	1%	1%	1%
Net: Agriculture	37	9	6	5	-	1	24	25	4	**	**	**	37	30	37	27	37
	2%	2%	2%	1%	-%	1%	2%	3%	5%	**	**	**	2%	2%	2%	2%	2%
Net: Manufacturing	214	60	45	61	15	17	115	83	6	**	**	**	197	169	199	179	209
	11%	15%	16%	17%	16%	20%	10%	9%	8%	**	**	**	11%	11%	11%	12%	11%
Net: Utilities	34	4	2	7	*	-	17	19	2	**	**	**	29	23	29	23	34
	2%	1%	1%	2%	*%	-%	1%	2%	2%	**	**	**	2%	2%	2%	2%	2%
Net: Construction	160	27	13	15	2	2	109	53	5	**	**	**	147	121	148	111	160
	8%	7%	4%	4%	2%	3%	9%	6%	7%	**	**	**	8%	8%	8%	7%	8%
							b										
Net: Distribution	578	154	128	127	53	44	294	299	22	**	**	**	545	433	547	473	559
	29%	38%	44%	36%	55%	50%	25%	32%	29%	**	**	**	30%	29%	29%	31%	29%
			c		ac	ac		a			a						
Net: Hospitality	78	5	1	3	3	*	43	31	*	**	**	**	69	45	70	46	75
	4%	1%	*%	1%	3%	*%	4%	3%	*%	**	**	**	4%	3%	4%	3%	4%
					b												
Net: Financial	83	14	5	5	2	*	65	46	7	**	**	**	82	70	82	64	80
	4%	4%	2%	1%	2%	*%	6%	5%	9%	**	**	**	4%	5%	4%	4%	4%
Net: Non-financial	798	123	88	126	22	23	477	372	30	**	**	**	722	573	725	569	766
	40%	31%	30%	36%	22%	26%	41%	40%	39%	**	**	**	39%	39%	39%	38%	40%
				d					c								
Net: Other	16	4	3	3	*	-	8	6	-	**	**	**	16	14	16	13	16
	1%	1%	1%	1%	*%	-%	1%	1%	-%	**	**	**	1%	1%	1%	1%	1%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Agriculture, hunting and forestry	**37**	19	37	9	**	33	2	1	36	1	**	1	1	3	28	5
	2%	*2%*	*2%*	*2%*	**	*2%*	*3%*	**%*	*2%* a	**%*	**	*1%*	**%*	*1%*	*2%*	*1%*
Fishing	**-**	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**-**	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Manufacturing	**214**	132	196	64	**	149	12	52	131	81	**	20	71	29	148	36
	11%	*12%*	*11%*	*16%* **ab**	**	*9%*	*15%*	*16%* b	*8%*	*22%*	**	*21%*	*21%*	*13%*	*10%*	*11%*
Electricity / Gas / Water supply	**34**	15	29	4	**	23	-	5	27	4	**	2	4	1	26	7
	2%	*1%*	*2%*	*1%*	**	*1%*	*-%*	*1%*	*2%*	*1%*	**	*3%*	*1%*	**%*	*2%*	*2%*
Construction	**160**	79	144	12	**	119	5	20	132	23	**	1	23	7	113	39
	8%	*7%* c	*8%* c	*3%*	**	*8%*	*6%*	*6%*	*8%*	*6%*	**	*1%*	*7%* a	*3%*	*8%* a	*12%* **ab**
Wholesale and retail trade: repair of motor vehicles / motor cycles	**516**	314	492	117	**	401	20	84	400	157	**	43	139	94	352	69
	26%	*28%*	*26%*	*29%*	**	*25%*	*24%*	*26%*	*25%*	*42%*	**	*44%*	*42%*	*42%* **bc**	*24%*	*22%*
Hotels and restaurants	**78**	27	69	15	**	68	2	15	62	1	**	-	1	5	64	9
	4%	*2%*	*4%*	*4%*	**	*4%*	*3%*	*5%*	*4%*	**%*	**	*-%*	**%*	*2%*	*4%*	*3%*
Transportation storage and communication	**63**	43	59	16	**	54	1	7	53	12	**	6	6	5	47	11
	3%	*4%*	*3%*	*4%*	**	*3%*	*1%*	*2%*	*3%*	*3%*	**	*6%* b	*2%*	*2%*	*3%*	*3%*
Financial intermediation and insurance	**83**	46	82	16	**	62	9	18	64	3	**	2	4	5	66	11
	4%	*4%*	*4%*	*4%*	**	*4%*	*11%* a	*5%*	*4%*	*1%*	**	*2%*	*1%*	*2%*	*5%*	*4%*
Real estate, rental and business	**339**	191	320	76	**	265	17	58	272	48	**	17	41	28	240	71
	17%	*17%*	*17%*	*19%*	**	*17%*	*21%*	*18%*	*17%*	*13%*	**	*17%*	*13%*	*12%*	*17%*	*22%* **ab**
Public administration and defence	**17**	13	17	1	**	15	-	8	10	1	**	-	3	2	9	6
	1%	*1%*	*1%*	**%*	**	*1%*	*-%*	*2%* b	*1%*	**%*	**	*-%*	*1%*	*1%*	*1%*	*2%* b
Educational services	**62**	23	60	11	**	50	6	8	54	6	**	2	4	4	51	5
	3%	*2%*	*3%*	*3%*	**	*3%*	*8%*	*2%*	*3%*	*2%*	**	*2%*	*1%*	*2%*	*4%*	*1%*
Healthcare and social work	**86**	47	79	11	**	74	*	13	72	7	**	*	7	13	64	9
	4%	*4%*	*4%*	*3%*	**	*5%*	**%*	*4%*	*5%*	*2%*	**	**%*	*2%*	*6%*	*4%*	*3%*

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Other community, social and personal service activities	187	101	162	35	**	161	2	27	151	17	**	2	17	13	147	27
	9%	9%	9%	9%	**	10% b	2%	8%	10%	4%	**	3%	5%	6%	10% a	8%
Private households with employed persons	2	2	2	-	**	2	-	-	2	-	**	-	-	-	2	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
Non-Governmental Organisations (NGOs)	105	43	95	12	**	90	2	11	92	5	**	*	7	13	81	10
	5%	4%	5%	3%	**	6%	3%	3%	6%	1%	**	*%	2%	6%	6%	3%
Don't know	3	1	3	1	**	3	-	-	3	-	**	-	-	-	3	-
	*%	*%	*%	*%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
Other answers	16	11	16	5	**	10	3	3	13	5	**	*	4	3	8	5
	1%	1%	1%	1%	**	1%	3% a	1%	1%	1%	**	*%	1%	1%	1%	2%
Net: Agriculture	37	19	37	9	**	33	2	1	36	1	**	1	1	3	28	5
	2%	2%	2%	2%	**	2%	3%	*%	2% a	*%	**	1%	*%	1%	2%	1%
Net: Manufacturing	214	132	196	64	**	149	12	52	131	81	**	20	71	29	148	36
	11%	12%	11%	16% ab	**	9%	15%	16% b	8%	22%	**	21%	21%	13%	10%	11%
Net: Utilities	34	15	29	4	**	23	-	5	27	4	**	2	4	1	26	7
	2%	1%	2%	1%	**	1%	-%	1%	2%	1%	**	3%	1%	*%	2%	2%
Net: Construction	160	79	144	12	**	119	5	20	132	23	**	1	23	7	113	39
	8%	7% c	8% c	3%	**	8%	6%	6%	8%	6%	**	1%	7% a	3%	8% a	12% ab
Net: Distribution	578	357	551	133	**	455	20	91	453	168	**	49	144	99	400	80
	29%	32%	30%	33%	**	29%	25%	28%	29%	46%	**	50%	44%	44% bc	28%	25%
Net: Hospitality	78	27	69	15	**	68	2	15	62	1	**	-	1	5	64	9
	4%	2%	4%	4%	**	4%	3%	5%	4%	*%	**	-%	*%	2%	4%	3%
Net: Financial	83	46	82	16	**	62	9	18	64	3	**	2	4	5	66	11
	4%	4%	4%	4%	**	4%	11% a	5%	4%	1%	**	2%	1%	2%	5%	4%
Net: Non-financial	798	419	734	147	**	657	28	125	652	83	**	22	78	74	595	127
	40%	38%	39%	36%	**	42%	34%	38%	41%	22%	**	23%	24%	33%	41% a	40%
Net: Other	16	11	16	5	**	10	3	3	13	5	**	*	4	3	8	5
	1%	1%	1%	1%	**	1%	3% a	1%	1%	1%	**	*%	1%	1%	1%	2%

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Agriculture, hunting and forestry	**37**	2	2	34	21	16
	2%	*1%*	*1%*	*2%*	*2%*	*2%*
Fishing	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Manufacturing	**214**	56	22	136	105	109
	11%	*21%*	*16%*	*9%*	*10%*	*12%*
		c	c			
Electricity / Gas / Water supply	**34**	3	3	29	22	12
	2%	*1%*	*2%*	*2%*	*2%*	*1%*
Construction	**160**	12	4	144	97	63
	8%	*4%*	*3%*	*9%*	*9%*	*7%*
				ab		
Wholesale and retail trade: repair of motor vehicles / motor cycles	**516**	103	39	369	227	289
	26%	*38%*	*29%*	*23%*	*21%*	*31%*
		c				a
Hotels and restaurants	**78**	10	*	67	44	34
	4%	*4%*	**%*	*4%*	*4%*	*4%*
				b		
Transportation storage and communication	**63**	7	4	51	37	26
	3%	*3%*	*3%*	*3%*	*3%*	*3%*
Financial intermediation and insurance	**83**	7	1	73	46	36
	4%	*3%*	*1%*	*5%*	*4%*	*4%*
				b		
Real estate, rental and business	**339**	42	28	269	195	145
	17%	*15%*	*21%*	*17%*	*18%*	*16%*
Public administration and defence	**17**	*	2	15	11	6
	1%	**%*	*2%*	*1%*	*1%*	*1%*
Educational services	**62**	4	4	53	35	27
	3%	*1%*	*3%*	*3%*	*3%*	*3%*
Healthcare and social work	**86**	8	7	67	55	31
	4%	*3%*	*5%*	*4%*	*5%*	*3%*
					b	
Other community, social and personal service activities	**187**	13	10	162	108	79
	9%	*5%*	*8%*	*10%*	*10%*	*9%*
				a		

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Private households with employed persons	**2**	-	-	2	-	2
	***%**	*-%*	*-%*	**%*	*-%*	**%*
Non-Governmental Organisations (NGOs)	**105**	2	8	92	66	39
	5%	*1%*	*6%*	*6%*	*6%*	*4%*
			a	a		
Don't know	**3**	-	-	3	-	3
	***%**	*-%*	*-%*	**%*	*-%*	**%*
Other answers	**16**	2	-	14	9	7
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
Net: Agriculture	**37**	2	2	34	21	16
	2%	*1%*	*1%*	*2%*	*2%*	*2%*
Net: Manufacturing	**214**	56	22	136	105	109
	11%	*21%*	*16%*	*9%*	*10%*	*12%*
		c	c			
Net: Utilities	**34**	3	3	29	22	12
	2%	*1%*	*2%*	*2%*	*2%*	*1%*
Net: Construction	**160**	12	4	144	97	63
	8%	*4%*	*3%*	*9%*	*9%*	*7%*
				ab		
Net: Distribution	**578**	110	43	420	263	315
	29%	*41%*	*32%*	*27%*	*24%*	*34%*
		c				a
Net: Hospitality	**78**	10	*	67	44	34
	4%	*4%*	**%*	*4%*	*4%*	*4%*
				b		
Net: Financial	**83**	7	1	73	46	36
	4%	*3%*	*1%*	*5%*	*4%*	*4%*
				b		
Net: Non-financial	**798**	68	60	661	469	330
	40%	*25%*	*44%*	*42%*	*44%*	*36%*
			a	a	b	
Net: Other	**16**	2	-	14	9	7
	1%	*1%*	*-%*	*1%*	*1%*	*1%*

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 4 (continuation)

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Agriculture, hunting and forestry	**37**	8	2	3	4	*	1	2	6	5	3	2	*
	2%	*4%*	*1%*	*2%*	*2%*	**%*	**%*	*2%*	*4%*	*2%*	*2%*	*1%*	**%*
		ekl							**el**				
Fishing	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Manufacturing	**214**	19	28	15	34	20	12	13	13	7	20	17	14
	11%	*11%*	*17%*	*10%*	*17%*	*11%*	*11%*	*11%*	*9%*	*3%*	*12%*	*8%*	*11%*
		i	**ik**	i	**ik**	i	i	i	i		i	i	i
Electricity / Gas / Water supply	**34**	*	*	2	*	5	5	2	5	3	5	5	*
	2%	**%*	**%*	*2%*	**%*	*3%*	*4%*	*2%*	*4%*	*1%*	*3%*	*2%*	**%*
						ad	**abdl**		**abdl**		**ad**	**ad**	
Construction	**160**	12	13	14	18	18	7	7	16	20	15	10	11
	8%	*7%*	*8%*	*10%*	*9%*	*10%*	*6%*	*6%*	*11%*	*8%*	*8%*	*5%*	*8%*
									k				
Wholesale and retail trade: repair of motor vehicles / motor cycles	**516**	42	50	45	35	45	23	26	39	67	41	65	37
	26%	*23%*	*30%*	*30%*	*17%*	*25%*	*19%*	*22%*	*27%*	*28%*	*24%*	*33%*	*29%*
			d	d		d			d	d		**adfg**	d
Hotels and restaurants	**78**	8	7	6	7	2	*	5	1	8	12	17	5
	4%	*4%*	*4%*	*4%*	*3%*	*1%*	**%*	*4%*	**%*	*3%*	*7%*	*9%*	*4%*
		fh	**fh**	**fh**				f			**efh**	**defhi**	f
Transportation storage and communication	**63**	12	4	6	7	6	3	2	2	6	4	6	5
	3%	*7%*	*2%*	*4%*	*4%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*3%*	*4%*
		ghij											
Financial intermediation and insurance	**83**	2	2	5	9	6	16	6	11	4	8	10	4
	4%	*1%*	*1%*	*3%*	*4%*	*3%*	*14%*	*5%*	*8%*	*2%*	*5%*	*5%*	*3%*
							abcdegijkl	**ab**	**abi**		a	a	
Real estate, rental and business	**339**	28	28	18	43	41	16	20	19	46	36	29	14
	17%	*16%*	*17%*	*12%*	*21%*	*23%*	*14%*	*17%*	*13%*	*20%*	*21%*	*15%*	*11%*
					cl	**chkl**				**cl**	**cl**		
Public administration and defence	**17**	*	-	-	2	2	2	2	1	4	*	4	-
	1%	**%*	*-%*	*-%*	*1%*	*1%*	*1%*	*2%*	**%*	*2%*	**%*	*2%*	*-%*
												a	
Educational services	**62**	6	5	1	5	4	6	7	4	9	4	12	1
	3%	*3%*	*3%*	*1%*	*2%*	*2%*	*5%*	*6%*	*3%*	*4%*	*2%*	*6%*	*1%*
							cl	**cl**				**cdl**	
Healthcare and social work	**86**	12	9	8	9	4	4	8	3	10	2	5	12
	4%	*7%*	*6%*	*5%*	*4%*	*2%*	*4%*	*6%*	*2%*	*4%*	*1%*	*2%*	*9%*
		jk	j	j	j			j		j			**ehjk**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2000	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	2000	179	168	152	207	177	116	119	144	237	174	198	128
Other community, social and personal service activities	187	22	9	18	26	15	16	13	12	27	10	8	12
	9%	12%	5%	12%	12%	8%	14%	11%	8%	11%	6%	4%	9%
		bjk		bk	bjk		bjk	k		k			
Private households with employed persons	2	-	-	1	-	-	-	-	-	2	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Non-Governmental Organisations (NGOs)	105	6	11	11	8	7	5	7	11	16	11	7	6
	5%	4%	6%	7%	4%	4%	4%	6%	8%	7%	6%	3%	4%
Don't know	3	*	1	-	-	*	-	-	-	-	-	2	-
	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	-%
Other answers	16	2	-	*	*	2	-	-	-	3	2	*	6
	1%	1%	-%	*%	*%	1%	-%	-%	-%	1%	1%	*%	5%
													abcdfghijk
Net: Agriculture	37	8	2	3	4	*	1	2	6	5	3	2	*
	2%	4%	1%	2%	2%	*%	*%	2%	4%	2%	2%	1%	*%
		ekl							el				
Net: Manufacturing	214	19	28	15	34	20	12	13	13	7	20	17	14
	11%	11%	17%	10%	17%	11%	11%	11%	9%	3%	12%	8%	11%
		i	ik	i	ik	i	i	i	i		i	i	i
Net: Utilities	34	*	*	2	*	5	5	2	5	3	5	5	*
	2%	*%	*%	2%	*%	3%	4%	2%	4%	1%	3%	2%	*%
						ad	abdl		abdl		ad	ad	
Net: Construction	160	12	13	14	18	18	7	7	16	20	15	10	11
	8%	7%	8%	10%	9%	10%	6%	6%	11%	8%	8%	5%	8%
									k				
Net: Distribution	578	54	54	51	43	51	26	28	41	72	46	71	41
	29%	30%	32%	33%	21%	29%	22%	23%	29%	31%	26%	36%	32%
		d	d	dfg						d		dfgj	d
Net: Hospitality	78	8	7	6	7	2	*	5	1	8	12	17	5
	4%	4%	4%	4%	3%	1%	*%	4%	*%	3%	7%	9%	4%
		fh	fh	fh				f			efh	defhi	f
Net: Financial	83	2	2	5	9	6	16	6	11	4	8	10	4
	4%	1%	1%	3%	4%	3%	14%	5%	8%	2%	5%	5%	3%
							abcdegijkl	ab	abi		a	a	
Net: Non-financial	798	74	61	56	92	73	49	56	50	115	63	65	45
	40%	41%	36%	37%	44%	41%	42%	47%	34%	48%	36%	33%	35%
					k			hjkl		bchjkl			
Net: Other	16	2	-	*	*	2	-	-	-	3	2	*	6
	1%	1%	-%	*%	*%	1%	-%	-%	-%	1%	1%	*%	5%
													abcdfghijk

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Agriculture, hunting and forestry	**37**	13	5	13	6
	2%	*3%*	*1%*	*3%*	*1%*
		b			
Fishing	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Mining and quarrying	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Manufacturing	**214**	62	67	33	51
	11%	*12%*	*13%*	*7%*	*10%*
		c	c		c
Electricity / Gas / Water supply	**34**	3	10	11	10
	2%	*1%*	*2%*	*2%*	*2%*
			a	a	a
Construction	**160**	39	42	43	35
	8%	*8%*	*8%*	*9%*	*7%*
Wholesale and retail trade: repair of motor vehicles / motor cycles	**516**	137	103	132	144
	26%	*27%*	*21%*	*26%*	*29%*
		b		b	b
Hotels and restaurants	**78**	21	9	14	34
	4%	*4%*	*2%*	*3%*	*7%*
		b			**bc**
Transportation storage and communication	**63**	22	17	10	14
	3%	*4%*	*3%*	*2%*	*3%*
		c			
Financial intermediation and insurance	**83**	9	30	22	22
	4%	*2%*	*6%*	*4%*	*4%*
			a	a	a
Real estate, rental and business	**339**	74	100	86	79
	17%	*15%*	*20%*	*17%*	*16%*
			a		
Public administration and defence	**17**	*	6	7	5
	1%	**%*	*1%*	*1%*	*1%*
			a	a	a
Educational services	**62**	11	14	19	17
	3%	*2%*	*3%*	*4%*	*3%*
Healthcare and social work	**86**	29	18	21	18
	4%	*6%*	*4%*	*4%*	*4%*
Other community, social and personal service activities	**187**	49	57	51	30
	9%	*10%*	*11%*	*10%*	*6%*
		d	d	d	

Columns Tested: a,b,c,d

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Private households with employed persons	**2**	1	-	2	-
	***%**	*%*	-%	*%*	-%
Non-Governmental Organisations (NGOs)	**105**	28	20	34	23
	5%	*6%*	*4%*	*7%*	*5%*
				b	
Don't know	**3**	1	*	-	2
	***%**	*%*	*%	-%	*%
Other answers	**16**	2	2	3	9
	1%	*%*	*%	*1%*	*2%*
					a
Net: Agriculture	**37**	13	5	13	6
	2%	*3%*	*1%*	*3%*	*1%*
		b			
Net: Manufacturing	**214**	62	67	33	51
	11%	*12%*	*13%*	*7%*	*10%*
		c	c		c
Net: Utilities	**34**	3	10	11	10
	2%	*1%*	*2%*	*2%*	*2%*
			a	a	a
Net: Construction	**160**	39	42	43	35
	8%	*8%*	*8%*	*9%*	*7%*
Net: Distribution	**578**	159	120	142	158
	29%	*32%*	*24%*	*28%*	*32%*
		b			b
Net: Hospitality	**78**	21	9	14	34
	4%	*4%*	*2%*	*3%*	*7%*
		b			**bc**
Net: Financial	**83**	9	30	22	22
	4%	*2%*	*6%*	*4%*	*4%*
			a	a	a
Net: Non-financial	**798**	192	214	220	172
	40%	*38%*	*43%*	*44%*	*34%*
			d	d	
Net: Other	**16**	2	2	3	9
	1%	*%*	*%	*1%*	*2%*
					a

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Head office	**1818**	1753	45	12	9	**	66	590	411	111	39	54
	91%	*91%*	*87%*	*72%*	*75%*	**	*82%*	*93%*	*92%*	*94%*	*90%*	*90%*
		bcdf	**cdf**				c					
Branch / local office	**182**	167	7	5	3	**	14	41	37	7	4	6
	9%	*9%*	*13%*	*28%*	*25%*	**	*18%*	*7%*	*8%*	*6%*	*10%*	*10%*
			a	**abf**	**ab**		**ab**					

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Head office	**1818**	153	143	295	69	155	293	171	138	146	1563	84	88	83
	91%	*89%*	*94%*	*88%*	*89%*	*90%*	*94%*	*87%*	*88%*	*97%*	*91%*	*91%*	*94%*	*88%*
							cghm			**aceghjm**			**cghm**	
Branch / local office	**182**	19	8	38	8	17	18	25	19	5	157	8	6	11
	9%	*11%*	*6%*	*12%*	*11%*	*10%*	*6%*	*13%*	*12%*	*3%*	*9%*	*9%*	*6%*	*12%*
		i		**fil**		i		**fil**	**fil**		i			**fil**

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Head office	**1818**	187	118	275	**	136	320	149	141	170	1555	86	94	83
	91%	*91%*	*95%*	*88%*	**	*91%*	*94%*	*88%*	*87%*	*97%*	*91%*	*88%*	*94%*	*88%*
							cghkm			**aceghjkm**			**cghkm**	
Branch / local office	**182**	19	6	38	**	14	21	21	21	5	152	12	6	12
	9%	*9%*	*5%*	*12%*	**	*9%*	*6%*	*12%*	*13%*	*3%*	*9%*	*12%*	*6%*	*12%*
		i		**fil**		i		**fil**	**fil**		i	**fil**		**fil**

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Head office	**1818**	**	196	**	154	542	65	75	702	1461	357	1818	-	1713	106
	91%	**	*92%*	**	*96%*	*94%*	*83%*	*90%*	*88%*	*90%*	*93%*	*100%*	*-%*	*91%*	*94%*
		fgh	f		**fgh**	**fh**						b			
Branch / local office	**182**	**	18	**	6	36	13	8	96	155	27	-	182	175	7
	9%	**	*8%*	**	*4%*	*6%*	*17%*	*10%*	*12%*	*10%*	*7%*	*-%*	*100%*	*9%*	*6%*
							abde	**ad**	**ade**				a		

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Head office	**1818**	1078	284	424	1445	318	47	**	**	**	**	**	1763	55	691	754	373
	91%	*92%*	*87%*	*92%*	*90%*	*92%*	*99%*	**	**	**	**	**	*91%*	*99%*	*92%*	*89%*	*93%*
		b		b			**abi**							**abi**			b
Branch / local office	**182**	98	42	39	154	27	1	**	**	**	**	**	181	1	64	90	28
	9%	*8%*	*13%*	*8%*	*10%*	*8%*	*1%*	**	**	**	**	**	*9%*	*1%*	*8%*	*11%*	*7%*
			ac		**cj**	**cj**							**cj**			c	

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Head office	**1818**	1231	773	1347	675	454	1085	1231	63	**	**	**	**	**	649	**	**	**	**	**	**	**
	91%	*89%*	*90%*	*90%*	*92%*	*92%*	*92%*	*90%*	*89%*	**	**	**	**	**	*92%*	**	**	**	**	**	**	**
					a		**ac**															
Branch / local office	**182**	150	89	153	60	42	95	141	8	**	**	**	**	**	57	**	**	**	**	**	**	**
	9%	*11%*	*10%*	*10%*	*8%*	*8%*	*8%*	*10%*	*11%*	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
		df		f																		

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Head office	**1818**	424	356	379	178	**	236	145	158	128	**	462	**	174	1604	213
	91%	*89%*	*92%*	*90%*	*89%*	**	*92%*	*91%*	*90%*	*94%*	**	*94%* c	**	*86%*	*90%*	*94%*
Branch / local office	**182**	52	32	42	23	**	20	14	17	9	**	27	**	27	169	13
	9%	*11%*	*8%*	*10%*	*11%*	**	*8%*	*9%*	*10%*	*6%*	**	*6%*	**	*14%* a	*10%*	*6%*

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Head office	**1818**	1303	45	451	224	1285	62	445	229	286	1147	123	**
	91%	*90%*	*88%*	*92%*	*92%*	*90%*	*90%*	*92%*	*92%*	*88%*	*89%*	*85%*	**
Branch / local office	**182**	148	6	41	19	147	7	41	19	37	141	22	**
	9%	*10%*	*12%*	*8%*	*8%*	*10%*	*10%*	*8%*	*8%*	*12%*	*11%*	*15%*	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Head office	**1818**	264	656	98	**	478	421	162	**	1192	752	544	1061	816	**
	91%	*94%* b	*89%*	*89%*	**	*90%*	*92%*	*93%*	**	*89%*	*90%*	*93%* a	*90%*	*89%*	**
Branch / local office	**182**	18	80	13	**	51	37	13	**	144	84	43	119	98	**
	9%	*6%*	*11%* a	*11%*	**	*10%*	*8%*	*7%*	**	*11%* c	*10%*	*7%*	*10%*	*11%*	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Head office	**1818**	365	274	317	91	77	1039	841	68	**	**	**	1681	1343	1690	1367	1762
	91%	*91%*	*94%*	*90%*	*94%*	*89%*	*90%*	*90%*	*90%*	**	**	**	*91%*	*91%*	*91%*	*91%*	*91%*
Branch / local office	**182**	35	17	35	6	9	116	96	8	**	**	**	167	138	167	140	176
	9%	*9%*	*6%*	*10%*	*6%*	*11%*	*10%*	*10%*	*10%*	**	**	**	*9%*	*9%*	*9%*	*9%*	*9%*

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**2000**	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	**2000**	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Head office	**1818**	1012	1695	371	**	1439	74	298	1433	343	**	91	308	191	1331	293
	91%	*91%*	*91%*	*91%*	**	*91%*	*91%*	*90%*	*91%*	*93%*	**	*93%*	*93%*	*85%*	*92%* a	*92%* a
Branch / local office	**182**	96	166	35	**	140	7	31	141	26	**	7	22	33	121	25
	9%	*9%*	*9%*	*9%*	**	*9%*	*9%*	*10%*	*9%*	*7%*	**	*7%*	*7%*	*15%* **bc**	*8%*	*8%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Head office	**1818**	241	124	1440	973	845
	91%	*90%*	*92%*	*91%*	*90%*	*91%*
Branch / local office	**182**	28	11	139	102	80
	9%	*10%*	*8%*	*9%*	*10%*	*9%*

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Head office	**1818**	160	157	134	197	166	113	100	135	216	151	182	106
	91%	*89%*	*93%*	*88%*	*95%*	*94%*	*97%*	*84%*	*94%*	*91%*	*87%*	*92%*	*83%*
			gl		**acgjl**	**gjl**	**acgijl**		**gjl**	**gl**		**gl**	
Branch / local office	**182**	19	11	19	10	11	3	19	9	21	23	16	22
	9%	*11%*	*7%*	*12%*	*5%*	*6%*	*3%*	*16%*	*6%*	*9%*	*13%*	*8%*	*17%*
		df		**df**				**bdefhik**		f	**defh**		**bdefhik**

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Head office	**1818**	451	476	452	440
	91%	*90%*	*95%*	*90%*	*88%*
			acd		
Branch / local office	**182**	49	24	48	60
	9%	*10%*	*5%*	*10%*	*12%*
		b		b	b

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Yes	**1888**	1808	51	16	12	**	79	579	436	118	43	56
	94%	*94%*	*99%*	*99%*	*100%*	**	*99%*	*92%*	*97%*	*100%*	*100%*	*93%*
			a	a	a		a		**ae**	**ae**	**ae**	
No	**112**	112	1	*	-	**	1	53	12	*	-	4
	6%	*6%*	*1%*	*1%*	*-%*	**	*1%*	*8%*	*3%*	*%*	*-%*	*7%*
		bcdf						**bcd**				**bcd**

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Yes	**1888**	164	140	322	73	159	301	179	150	143	1630	86	84	88
	94%	*96%*	*92%*	*96%*	*95%*	*92%*	*97%*	*91%*	*96%*	*95%*	*95%*	*94%*	*89%*	*93%*
		l		**gl**			**egl**				l			
No	**112**	8	12	12	4	13	10	17	7	8	90	6	10	7
	6%	*4%*	*8%*	*4%*	*5%*	*8%*	*3%*	*9%*	*4%*	*5%*	*5%*	*6%*	*11%*	*7%*
						f		**cf**					**acfj**	

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Yes	**1888**	196	117	304	**	141	330	156	149	165	1621	91	88	88
	94%	*95%*	*95%*	*97%*	**	*94%*	*96%*	*92%*	*93%*	*94%*	*95%*	*92%*	*88%*	*93%*
		l		**gkl**			**kl**			l	l			
No	**112**	9	7	10	**	9	12	14	12	10	86	8	12	7
	6%	*5%*	*5%*	*3%*	**	*6%*	*4%*	*8%*	*7%*	*6%*	*5%*	*8%*	*12%*	*7%*
								c				**cf**	**acfij**	

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Yes	**1888**	**	205	**	157	531	71	82	762	1527	361	1713	175	1888	-
	94%	**	*96%*	**	*98%*	*92%*	*91%*	*99%*	*95%*	*94%*	*94%*	*94%*	*96%*	*100%*	*-%*
			a		**aef**	a		**aef**	**ae**					b	
No	**112**	**	9	**	3	47	7	1	36	90	23	106	7	-	112
	6%	**	*4%*	**	*2%*	*8%*	*9%*	*1%*	*5%*	*6%*	*6%*	*6%*	*4%*	*-%*	*100%*
		bdegh				**dgh**	**dg**								a

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Yes	**1888**	1099	320	442	1492	340	48	**	**	**	**	**	1832	55	675	817	395
	94%	*93%*	*98%*	*96%*	*93%*	*98%*	*100%*	**	**	**	**	**	*94%*	*100%*	*89%*	*97%*	*99%*
			ac			**ai**	**ai**							**ai**		a	**ab**
No	**112**	78	5	21	107	6	-	**	**	**	**	**	112	-	79	28	6
	6%	*7%*	*2%*	*4%*	*7%*	*2%*	*-%*	**	**	**	**	**	*6%*	*-%*	*11%*	*3%*	*1%*
		b		b	**bcj**								**bcj**		**bc**	c	

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Yes	**1888**	1314	844	1432	717	475	1138	1310	67	**	**	**	**	**	689	**	**	**	**	**	**	**
	94%	*95%*	*98%*	*95%*	*98%*	*96%*	*96%*	*95%*	*94%*	**	**	**	**	**	*97%*	**	**	**	**	**	**	**
			acef		**ac**																	
No	**112**	68	18	68	18	20	42	62	4	**	**	**	**	**	18	**	**	**	**	**	**	**
	6%	*5%*	*2%*	*5%*	*2%*	*4%*	*4%*	*5%*	*6%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
		bd		**bd**		b	b															

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Yes	**1888**	434	369	414	200	**	247	154	172	136	**	477	**	195	1670	218
	94%	*91%*	*95%*	*98%*	*100%*	**	*97%*	*96%*	*98%*	*100%*	**	*98%*	**	*97%*	*94%*	*96%*
			a	**ab**	**ab**					b						
No	**112**	42	19	7	1	**	9	6	3	1	**	12	**	6	102	8
	6%	*9%*	*5%*	*2%*	**%*	**	*3%*	*4%*	*2%*	**%*	**	*2%*	**	*3%*	*6%*	*4%*
		bcd	**cd**					d								

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Yes	**1888**	1386	47	479	238	1367	65	473	244	313	1225	144	**
	94%	*96%*	*92%*	*97%*	*98%*	*95%*	*94%*	*97%*	*98%*	*97%*	*95%*	*100%* **ab**	**
No	**112**	64	4	13	5	64	4	13	5	10	63	1	**
	6%	*4%*	*8%*	*3%*	*2%*	*5%*	*6%*	*3%*	*2%*	*3%* c	*5%* c	**%*	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Yes	**1888**	280	720	110	**	521	444	168	**	1272	817	571	1139	871	**
	94%	*99%*	*98%*	*100%*	**	*98%*	*97%*	*96%*	**	*95%*	*98%* a	*97%* a	*97%*	*95%*	**
No	**112**	3	16	*	**	8	15	7	**	64	18	16	41	43	**
	6%	*1%*	*2%*	*%	**	*2%*	*3%*	*4%*	**	*5%* **bc**	*2%*	*3%*	*3%*	*5%*	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	***b**	c	***d**	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Yes	**1888**	393	281	344	93	87	1107	892	76	**	**	**	1753	1417	1762	1441	1831
	94%	*98%*	*97%*	*98%*	*96%*	*100%*	*96%*	*95%*	*100%*	**	**	**	*95%*	*96%*	*95%*	*96%*	*94%*
No	**112**	7	10	8	4	-	48	45	-	**	**	**	94	64	94	65	107
	6%	*2%*	*3%*	*2%*	*4%*	*-%*	*4%*	*5%*	*-%*	**	**	**	*5%*	*4%*	*5%*	*4%*	*6%*

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**2000**	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	**2000**	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Yes	**1888**	1061	1761	399	**	1484	78	324	1474	361	**	98	318	216	1356	312
	94%	*96%*	*95%*	*98%* ab	**	*94%*	*96%*	*98%* b	*94%*	*98%*	**	*100%*	*96%*	*96%*	*93%*	*98%* b
No	**112**	46	101	7	**	95	3	5	100	9	**	-	12	8	96	6
	6%	*4%* c	*5%* c	*2%*	**	*6%*	*4%*	*2%*	*6%* a	*2%*	**	*-%*	*4%*	*4%*	*7%* c	*2%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Yes	**1888**	264	133	1477	1042	846
	94%	*98%*	*98%*	*94%*	*97%*	*91%*
		c	c		b	
No	**112**	5	2	102	34	79
	6%	*2%*	*2%*	*6%*	*3%*	*9%*
				ab		a

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Yes	**1888**	169	159	141	203	173	114	114	134	212	165	185	119
	94%	*94%*	*94%*	*93%*	*98%*	*98%*	*99%*	*96%*	*93%*	*89%*	*95%*	*93%*	*93%*
					achikl	**chi**	**chikl**	i			i		
No	**112**	11	9	11	4	4	2	5	10	25	9	13	9
	6%	*6%*	*6%*	*7%*	*2%*	*2%*	*1%*	*4%*	*7%*	*11%*	*5%*	*7%*	*7%*
		d		**def**					**def**	**defgj**		**df**	**df**

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Yes	**1888**	469	490	460	469
	94%	*94%*	*98%*	*92%*	*94%*
			acd		
No	**112**	31	10	40	31
	6%	*6%*	*2%*	*8%*	*6%*
		b		b	b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 7

C6. Please could you tell me which type of department you work in?

Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Marketing	12	12	1	*	-	**	1	-	1	2	-	-
	1%	1%	1%	1%	-%	**	1%	-%	*%	1% a	-%	-%
Customer Relationship Management	3	3	*	*	-	**	*	-	1	-	2	-
	*%	*%	*%	1% a	-%	**	*%	-%	*%	-%	5% abce	-%
Customer Service	53	50	2	1	*	**	2	4	3	2	2	6
	3%	3%	3%	4%	1%	**	3%	1%	1%	2%	5% ab	10% abc
Procurement	*	-	*	-	*	**	*	-	*	*	-	-
	*%	-%	*% a	-%	1% a	**	*% a	-%	*%	*%	-%	-%
Finance / Accounts	134	120	9	4	2	**	15	23	19	18	8	16
	7%	6%	16% a	25% ab	18% a	**	18% a	4%	4%	15% ab	18% ab	27% abc
Operations	19	16	2	1	*	**	3	3	3	1	*	1
	1%	1%	4% a	3% a	2%	**	4% a	*%	1%	1%	1%	1%
Facilities	2	1	-	*	*	**	1	-	-	*	*	-
	*%	*%	-%	2% abf	1% ab	**	1% a	-%	-%	*%	*%	-%
Mailroom	3	2	*	-	*	**	*	-	-	2	-	-
	*%	*%	*%	-%	1% a	**	*%	-%	-%	2% ab	-%	-%
Office Admin / Office Management	502	463	24	8	8	**	40	58	102	20	13	12
	25%	24%	47% a	46% a	66% abcf	**	49% a	9%	23% a	17% a	29% a	21% a
Senior Management (Managing Director, Director, Business Owner)	1172	1158	11	2	1	**	14	525	311	61	18	22
	59%	60% bcdf	22% cd	13%	6%	**	18% d	83% bcde	69% cde	52% e	41%	38%
Sales	19	18	1	*	-	**	1	*	1	7	-	1
	1%	1%	1%	1%	-%	**	1%	*%	*%	6% ab	-%	2% ab
Company Secretary	4	4	-	-	-	**	-	-	2	-	-	1
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	1% a
General manager / site manager	26	24	1	*	*	**	1	3	3	3	1	*
	1%	1%	2%	2%	1%	**	2%	*%	1%	2% a	1%	*%
Refused	4	4	-	-	-	**	-	-	-	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Don't know	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Other answers	**46**	44	1	*	*	**	2	16	3	2	-	*
	2%	*2%*	*2%*	*2%*	*4%*	**	*3%*	*2%*	*1%*	*2%*	*-%*	*1%*

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Marketing	**12**	-	-	4	-	*	*	2	2	2	11	*	1	1
	1%	-%	-%	*1%*	-%	*%	*%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*
Customer Relationship Management	**3**	-	-	-	-	2	-	-	-	-	2	-	1	1
	%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	*%*	-%	*1%*	*1%*
						j								
Customer Service	**53**	2	5	8	2	2	10	4	6	4	44	3	3	3
	3%	*1%*	*3%*	*2%*	*3%*	*1%*	*3%*	*2%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*
Procurement	*	-	-	-	-	-	-	*	-	-	*	*	-	*
	%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%
Finance / Accounts	**134**	20	11	18	10	14	18	10	8	10	118	5	4	8
	7%	*12%*	*7%*	*5%*	*13%*	*8%*	*6%*	*5%*	*5%*	*7%*	*7%*	*6%*	*4%*	*8%*
		ckl			**cl**									
Operations	**19**	1	-	5	2	*	4	2	-	1	14	2	1	2
	1%	*%*	-%	*1%*	*2%*	*%*	*1%*	*1%*	-%	*%*	*1%*	*2%*	*1%*	*2%*
												j		
Facilities	**2**	*	-	-	-	-	*	-	*	-	1	*	-	1
	%	*%*	-%	-%	-%	-%	*%*	-%	*%*	-%	*%*	*1%*	-%	*1%*
												j		j
Mailroom	**3**	-	*	-	-	-	2	-	-	-	2	-	-	1
	%	-%	*%*	-%	-%	-%	*1%*	-%	-%	-%	*%*	-%	-%	*1%*
Office Admin / Office Management	**502**	63	30	99	16	29	76	53	38	31	433	18	23	28
	25%	*36%*	*20%*	*30%*	*20%*	*17%*	*24%*	*27%*	*24%*	*20%*	*25%*	*20%*	*24%*	*30%*
		bdefhij		**ek**				e			e			**ek**
		kl												
Senior Management (Managing Director, Director, Business Owner)	**1172**	84	106	178	40	116	183	116	93	95	1011	58	56	47
	59%	*49%*	*70%*	*53%*	*52%*	*67%*	*59%*	*59%*	*59%*	*63%*	*59%*	*64%*	*59%*	*49%*
			acdjm			**acm**	m			**am**	**am**	**acm**	m	
Sales	**19**	2	*	4	2	2	*	-	7	*	17	1	1	1
	1%	*1%*	*%*	*1%*	*2%*	*1%*	*%*	-%	*4%*	*%*	*1%*	*1%*	*1%*	*1%*
					f				**bcfgijkl**					
									m					
Company Secretary	**4**	-	-	-	-	-	-	2	-	2	4	1	-	-
	%	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*	*%*	*1%*	-%	-%
										j				
General manager / site manager	**26**	-	-	10	2	-	8	2	-	*	22	1	1	2
	1%	-%	-%	*3%*	*3%*	-%	*2%*	*1%*	-%	*%*	*1%*	*1%*	*1%*	*2%*
				ej										
Refused	**4**	-	-	2	-	-	-	-	2	-	4	-	-	-
	%	-%	-%	*1%*	-%	-%	-%	-%	*1%*	-%	*%*	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Other answers	**46**	*	*	6	4	7	10	4	*	6	38	2	5	2
	2%	**%*	**%*	*2%*	*5%*	*4%*	*3%*	*2%*	**%*	*4%*	*2%*	*2%*	*5%*	*2%*
					abh	**ah**				**ah**			**abchj**	

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Marketing	**12**	-	-	2	**	*	2	2	2	2	11	*	1	1
	1%	-%	-%	*1%*	**	*%	*1%*	*1%*	*1%*	*1%*	*1%*	*%	*1%*	*1%*
Customer Relationship Management	**3**	-	-	-	**	2	-	-	-	-	2	-	1	1
	%	-%	-%	-%	**	*1%*	-%	-%	-%	-%	*%	-%	*1%*	*1%*
						j								
Customer Service	**53**	2	5	8	**	*	12	2	6	4	44	3	3	3
	3%	*1%*	*4%*	*3%*	**	*%	*3%*	*1%*	*4%*	*2%*	*3%*	*3%*	*3%*	*3%*
			e		**ae**		e		e				e	
Procurement	*	-	-	-	**	-	-	*	-	-	*	*	-	*
	%	-%	-%	-%	**	-%	-%	*%	-%	-%	*%	*%	-%	*%
Finance / Accounts	**134**	16	12	18	**	11	25	6	9	10	116	8	4	8
	7%	*8%*	*9%*	*6%*	**	*7%*	*7%*	*4%*	*6%*	*6%*	*7%*	*8%*	*4%*	*8%*
			l		**gl**									l
Operations	**19**	1	-	5	**	*	4	2	*	2	14	2	1	2
	1%	*%	-%	*1%*	**	*%	*1%*	*1%*	*%	*1%*	*1%*	*2%*	*1%*	*2%*
Facilities	**2**	*	-	-	**	-	-	-	*	*	*	*	*	1
	%	*%	-%	-%	**	-%	-%	-%	*%	*%	*%	*%	*%	*1%*
												j		j
Mailroom	**3**	-	-	-	**	-	2	-	*	-	2	-	-	1
	%	-%	-%	-%	**	-%	*1%*	-%	*%	-%	*%	-%	-%	*1%*
Office Admin / Office Management	**502**	60	32	97	**	23	87	46	37	35	431	20	23	28
	25%	*29%*	*26%*	*31%*	**	*15%*	*26%*	*27%*	*23%*	*20%*	*25%*	*21%*	*23%*	*30%*
		e		**eikl**			e	e			e			**eik**
Senior Management (Managing Director, Director, Business Owner)	**1172**	121	76	158	**	105	196	105	97	109	1003	61	62	46
	59%	*59%*	*61%*	*50%*	**	*70%*	*57%*	*62%*	*60%*	*63%*	*59%*	*62%*	*62%*	*49%*
						cdfjm		**cm**	m	**cm**	**cm**	**cm**	**cm**	
Sales	**19**	2	*	4	**	2	-	-	7	2	17	1	1	1
	1%	*1%*	*%*	*1%*	**	*1%*	-%	-%	*4%*	*1%*	*1%*	*1%*	*1%*	*1%*
									fgjkl					
Company Secretary	**4**	-	-	-	**	-	-	2	-	2	4	1	-	-
	%	-%	-%	-%	**	-%	-%	*1%*	-%	*1%*	*%*	*1%*	-%	-%
General manager / site manager	**26**	*	-	13	**	-	6	*	-	*	22	1	1	2
	1%	*%*	-%	*4%*	**	-%	*2%*	*%*	-%	*%*	*1%*	*1%*	*1%*	*2%*
				aeghijk	**ae**									
				l										
Refused	**4**	-	-	2	**	-	-	-	2	-	4	-	-	-
	%	-%	-%	*1%*	**	-%	-%	-%	*1%*	-%	*%*	-%	-%	-%
Don't know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**46**	2	*	6	**	7	8	4	*	8	38	2	5	2
	2%	*1%*	*%*	*2%*	**	*5%*	*2%*	*2%*	*%*	*5%*	*2%*	*2%*	*5%*	*2%*
						h				h			**hj**	

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Marketing	12	**	1	**	2	4	-	-	5	8	4	12	*	12	-
	1%	**	*%	**	1%	1%	-%	-%	1%	*%	1%	1%	*%	1%	-%
Customer Relationship Management	3	**	2	**	*	-	-	-	1	3	1	1	3	3	-
	*%	**	1%	**	*%	-%	-%	-%	*%	*%	*%	*%	1%	*%	-%
			e										a		
Customer Service	53	**	7	**	5	28	1	2	8	43	10	44	9	49	4
	3%	**	3%	**	3%	5%	1%	2%	1%	3%	3%	2%	5%	3%	4%
			h		h	h							a		
Procurement	*	**	*	**	-	*	-	-	-	*	*	*	-	*	-
	*%	**	*%	**	-%	*%	-%	-%	-%	*%	*%	*%	-%	*%	-%
Finance / Accounts	134	**	12	**	10	34	5	17	49	101	33	110	25	133	2
	7%	**	6%	**	6%	6%	6%	20%	6%	6%	9%	6%	14%	7%	2%
				a				abdefh					a	b	
Operations	19	**	1	**	2	1	*	*	11	14	5	18	1	19	-
	1%	**	1%	**	1%	*%	*%	*%	1%	1%	1%	1%	1%	1%	-%
				abdefgh					e						
Facilities	2	**	*	**	-	-	-	-	1	2	-	2	-	2	-
	*%	**	*%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
				e											
Mailroom	3	**	1	**	-	2	-	-	*	2	*	3	-	3	-
	*%	**	*%	**	-%	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%
Office Admin / Office Management	502	**	61	**	43	86	12	22	255	423	79	428	75	491	11
	25%	**	28%	**	27%	15%	15%	27%	32%	26%	21%	24%	41%	26%	10%
			ef	e	ef			e	ef	b			a	b	
Senior Management (Managing Director, Director, Business Owner)	1172	**	121	**	92	405	53	40	410	937	235	1114	58	1083	90
	59%	**	57%	**	57%	70%	68%	48%	51%	58%	61%	61%	32%	57%	80%
		bcdgh				bcdgh	cgh					b			a
Sales	19	**	5	**	-	5	*	1	9	16	3	16	3	19	-
	1%	**	2%	**	-%	1%	*%	1%	1%	1%	1%	1%	1%	1%	-%
Company Secretary	4	**	1	**	-	-	-	-	4	2	3	4	-	4	-
	*%	**	*%	**	-%	-%	-%	-%	*%	*%	1%	*%	-%	*%	-%
											a				
General manager / site manager	26	**	*	**	-	8	7	1	9	22	3	23	3	22	4
	1%	**	*%	**	-%	1%	9%	1%	1%	1%	1%	1%	2%	1%	3%
							abdegh								
Refused	4	**	-	**	-	-	-	-	4	4	-	4	-	4	-
	*%	**	-%	**	-%	-%	-%	-%	1%	*%	-%	*%	-%	*%	-%
Don't know	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Other answers	**46**	**	3	**	6	5	*	*	31	39	8	40	6	44	2
	2%	**	*2%*	**	*4%* e	*1%*	**%*	**%*	*4%* e	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 7 (continuation)

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Marketing	12	5	1	7	6	4	2	**	**	**	**	**	10	2	1	5	7
	1%	*%	*%	1%	*%	1%	5%	**	**	**	**	**	1%	4%	*%	1%	2%
				a		a	abi							ai			a
Customer Relationship Management	3	3	-	1	3	-	-	**	**	**	**	**	3	-	2	1	-
	*%	*%	-%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	*%	-%
Customer Service	53	22	6	23	35	17	*	**	**	**	**	**	52	*	12	24	17
	3%	2%	2%	5%	2%	5%	*%	**	**	**	**	**	3%	*%	2%	3%	4%
				ab		ai											a
Procurement	*	*	*	*	*	-	*	**	**	**	**	**	*	*	-	*	*
	*%	*%	*%	*%	*%	-%	*%	**	**	**	**	**	*%	*%	-%	*%	*%
Finance / Accounts	134	84	26	25	96	31	6	**	**	**	**	**	128	7	31	66	38
	7%	7%	8%	5%	6%	9%	13%	**	**	**	**	**	7%	12%	4%	8%	9%
						a	ai							a		a	a
Operations	19	14	2	3	13	4	1	**	**	**	**	**	18	1	10	4	6
	1%	1%	1%	1%	1%	1%	2%	**	**	**	**	**	1%	2%	1%	*%	1%
																	b
Facilities	2	1	*	*	1	1	-	**	**	**	**	**	2	-	1	-	1
	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	*%	-%	*%
Mailroom	3	*	-	3	-	2	1	**	**	**	**	**	2	1	-	-	3
	*%	*%	-%	1%	-%	1%	1%	**	**	**	**	**	*%	1%	-%	-%	1%
				a		ai	ai							ai			ab
Office Admin / Office Management	502	276	108	114	395	101	7	**	**	**	**	**	496	7	115	279	108
	25%	23%	33%	25%	25%	29%	14%	**	**	**	**	**	25%	12%	15%	33%	27%
			ac		cj	cj							cj			ac	a
Senior Management (Managing Director, Director, Business Owner)	1172	722	165	265	969	170	27	**	**	**	**	**	1139	34	541	427	203
	59%	61%	51%	57%	61%	49%	57%	**	**	**	**	**	59%	61%	72%	51%	51%
		b			b								b		bc		
Sales	19	8	4	5	14	3	2	**	**	**	**	**	17	2	4	9	5
	1%	1%	1%	1%	1%	1%	4%	**	**	**	**	**	1%	4%	1%	1%	1%
							abi							abi			
Company Secretary	4	2	2	1	2	2	-	**	**	**	**	**	4	-	2	-	2
	*%	*%	1%	*%	*%	1%	-%	**	**	**	**	**	*%	-%	*%	-%	1%
						a											b
General manager / site manager	26	17	1	8	20	4	2	**	**	**	**	**	24	2	9	11	6
	1%	1%	*%	2%	1%	1%	4%	**	**	**	**	**	1%	3%	1%	1%	1%
Refused	4	-	-	-	4	-	-	**	**	**	**	**	4	-	4	-	-
	*%	-%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	1%	-%	-%
															b		
Don't know	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Other answers	**46**	25	11	9	41	6	*	**	**	**	**	**	46	*	22	18	6
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*%*	**	**	**	**	**	*2%*	*%*	*3%*	*2%*	*1%*

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 7 (continuation)

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Marketing	**12**	8	5	8	2	5	8	6	2	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**%*	*3%* a	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Customer Relationship Management	**3**	1	3	3	*	*	1	3	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Customer Service	**53**	36	26	40	30	17	35	30	6	**	**	**	**	**	30	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*4%*	*3%*	*3%*	*2%*	*9%* a	**	** a	**	**	**	*4%*	**	**	**	**	**	**	**
Procurement	*	*	*	*	*	*	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Finance / Accounts	**134**	119	72	121	56	42	90	106	9	**	**	**	**	**	51	**	**	**	**	**	**	**
	7%	*9%*	*8%*	*8%*	*8%*	*8%*	*8%*	*8%*	*12%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
Operations	**19**	12	9	14	9	4	11	10	2	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%* a	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Facilities	**2**	1	1	1	*	*	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Mailroom	**3**	*	3	3	3	*	3	2	-	**	**	**	**	**	3	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%* a	**%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Office Admin / Office Management	**502**	389	262	410	181	178	340	363	27	**	**	**	**	**	176	**	**	**	**	**	**	**
	25%	*28%*	*30%* d	*27%*	*25%*	*36%* **abcdf**	*29%* d	*26%*	*38%* a	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
Senior Management (Managing Director, Director, Business Owner)	**1172**	745	447	827	423	225	632	787	17	**	**	**	**	**	408	**	**	**	**	**	**	**
	59%	*54%* e	*52%* e	*55%* e	*58%* **be**	*45%*	*54%* e	*57%* **bc**	*24%*	**	** b	**	**	**	*58%*	**	**	**	**	**	**	**
Sales	**19**	15	9	17	9	6	10	14	2	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Company Secretary	**4**	4	2	4	1	-	2	4	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
General manager / site manager	**26**	17	9	19	7	6	16	16	2	**	**	**	**	**	6	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Refused	**4**	-	-	-	-	2	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	****%***	*-%*	*-%*	*-%*	*-%*	**%* **abcf**	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Other answers	**46**	33	14	33	13	10	32	30	3	**	**	**	**	**	13	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*4%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Marketing	12	1	1	4	2	**	2	*	-	*	**	2	**	-	12	1
	1%	*%	*%	1%	1%	**	1%	*%	-%	*%	**	*%	**	-%	1%	*%
Customer Relationship Management	3	2	*	1	-	**	*	-	-	-	**	-	**	*	3	-
	*%	*%	*%	*%	-%	**	*%	-%	-%	-%	**	-%	**	*%	*%	-%
Customer Service	53	16	3	12	10	**	6	7	5	13	**	21	**	2	38	14
	3%	3%	1%	3%	5%	**	2%	4%	3%	9%	**	4%	**	1%	2%	6%
		b		b	b					ac		c	ac			a
Procurement	*	-	-	*	*	**	-	*	*	*	**	*	**	*	*	*
	*%	-%	-%	*%	*%	**	-%	*%	*%	*%	**	*%	**	*%	*%	*%
Finance / Accounts	134	25	31	41	22	**	20	13	14	9	**	32	**	22	119	16
	7%	5%	8%	10%	11%	**	8%	8%	8%	7%	**	7%	**	11%	7%	7%
				a	a											
Operations	19	3	6	1	4	**	4	3	2	1	**	3	**	5	18	1
	1%	1%	2%	*%	2%	**	1%	2%	1%	1%	**	1%	**	3%	1%	1%
					c									a		
Facilities	2	-	-	*	*	**	-	-	*	*	**	*	**	-	2	*
	*%	-%	-%	*%	*%	**	-%	-%	*%	*%	**	*%	**	-%	*%	*%
Mailroom	3	-	-	-	3	**	*	*	-	2	**	3	**	-	1	2
	*%	-%	-%	-%	1%	**	*%	*%	-%	2%	**	1%	**	-%	*%	1%
					abc											a
Office Admin / Office Management	502	88	93	149	72	**	59	46	52	22	**	107	**	67	447	55
	25%	18%	24%	36%	36%	**	23%	29%	30%	16%	**	22%	**	33%	25%	24%
				ab	ab			d	d					ab		
Senior Management (Managing Director, Director, Business Owner)	1172	314	240	190	80	**	158	86	95	77	**	297	**	101	1048	123
	59%	66%	62%	45%	40%	**	62%	54%	54%	56%	**	61%	**	50%	59%	54%
		cd	cd									c				
Sales	19	3	6	7	2	**	1	2	2	4	**	9	**	-	13	6
	1%	1%	1%	2%	1%	**	*%	1%	1%	3%	**	2%	**	-%	1%	3%
										a		c				a
Company Secretary	4	2	-	2	-	**	-	1	-	-	**	1	**	-	4	-
	*%	*%	-%	1%	-%	**	-%	*%	-%	-%	**	*%	**	-%	*%	-%
General manager / site manager	26	6	5	6	2	**	-	1	2	4	**	7	**	-	22	4
	1%	1%	1%	1%	1%	**	-%	*%	1%	3%	**	1%	**	-%	1%	2%
										a						
Refused	4	-	-	-	-	**	-	-	-	-	**	-	**	-	4	-
	*%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*%	-%

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Don't know	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Other answers	**46**	17	4	7	5	**	5	2	2	4	**	7	**	4	41	5
	2%	*4%*	*1%*	*2%*	*2%*	**	*2%*	*1%*	*1%*	*3%*	**	*1%*	**	*2%*	*2%*	*2%*
		b														

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 7 (continuation)

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	2000	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	2000	1450	50	492	243	1432	69	486	249	323	1288	145	1
Marketing	12	8	-	2	*	8	-	2	*	4	8	3	**
	1%	1%	-%	*%	*%	1%	-%	*%	*%	1%	1%	2%	**
Customer Relationship Management	3	3	-	-	*	3	-	-	*	1	1	1	**
	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	**
Customer Service	53	38	2	19	11	36	4	17	13	8	33	3	**
	3%	3%	4%	4%	5%	3%	6%	4%	5%	2%	3%	2%	**
Procurement	*	*	-	*	*	*	*	*	*	*	*	*	**
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	**
Finance / Accounts	134	118	3	36	20	117	4	35	20	28	110	15	**
	7%	8%	5%	7%	8%	8%	7%	7%	8%	9%	9%	10%	**
Operations	19	14	*	7	2	13	*	7	2	4	11	2	**
	1%	1%	*%	1%	1%	1%	*%	1%	1%	1%	1%	1%	**
Facilities	2	1	-	-	*	1	-	-	*	*	1	-	**
	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%	**
Mailroom	3	3	-	1	2	3	-	1	2	*	*	*	**
	*%	*%	-%	*%	1%	*%	-%	*%	1%	*%	*%	*%	**
Office Admin / Office Management	502	392	18	120	61	392	18	116	65	96	369	55	**
	25%	27%	36%	24%	25%	27%	27%	24%	26%	30%	29%	38%	**
												ab	
Senior Management (Managing Director, Director, Business Owner)	1172	804	23	290	133	792	35	291	132	166	692	65	**
	59%	55%	46%	59%	55%	55%	51%	60%	53%	51%	54%	45%	**
											c		
Sales	19	15	2	4	6	15	2	4	6	6	13	*	**
	1%	1%	4%	1%	2%	1%	3%	1%	2%	2%	1%	*%	**
			a										
Company Secretary	4	4	-	-	1	4	-	-	1	1	4	1	**
	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	**
General manager / site manager	26	19	-	5	2	19	*	5	2	3	15	1	**
	1%	1%	-%	1%	1%	1%	*%	1%	1%	1%	1%	*%	**
Refused	4	-	-	-	-	-	-	-	-	-	-	-	**
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Other answers	46	31	2	8	5	29	4	8	5	6	31	1	**
	2%	2%	4%	2%	2%	2%	6%	2%	2%	2%	2%	1%	**
							a						

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Marketing	12	2	5	3	**	2	2	*	**	8	5	2	8	7	**
	1%	1%	1%	2%	**	*%	1%	*%	**	1%	1%	*%	1%	1%	**
															ab
Customer Relationship Management	3	1	1	3	**	*	*	-	**	1	3	*	1	1	**
	*%	*%	*%	3%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
				ab											
Customer Service	53	7	21	2	**	20	18	5	**	36	26	27	28	23	**
	3%	2%	3%	2%	**	4%	4%	3%	**	3%	3%	5%	2%	3%	**
												a			
Procurement	*	-	*	*	**	*	*	*	**	*	*	*	*	*	**
	*%	-%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Finance / Accounts	134	24	60	13	**	44	37	19	**	116	71	44	104	85	**
	7%	9%	8%	11%	**	8%	8%	11%	**	9%	9%	7%	9%	9%	**
Operations	19	1	9	1	**	7	6	2	**	11	9	8	12	7	**
	1%	*%	1%	1%	**	1%	1%	1%	**	1%	1%	1%	1%	1%	**
Facilities	2	*	1	*	**	*	*	*	**	1	1	*	1	*	**
	*%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Mailroom	3	1	3	-	**	3	1	-	**	*	3	1	2	1	**
	*%	*%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Office Admin / Office Management	502	80	234	36	**	139	124	40	**	372	248	145	330	266	**
	25%	28%	32%	33%	**	26%	27%	23%	**	28%	30%	25%	28%	29%	**
											c				
Senior Management (Managing Director, Director, Business Owner)	1172	152	375	49	**	292	257	104	**	725	438	341	630	482	**
	59%	54%	51%	45%	**	55%	56%	60%	**	54%	52%	58%	53%	53%	**
												b	c	c	
Sales	19	2	7	*	**	8	1	-	**	13	7	2	15	7	**
	1%	1%	1%	*%	**	2%	*%	-%	**	1%	1%	*%	1%	1%	**
						b									ab
Company Secretary	4	-	2	-	**	1	1	1	**	4	2	1	4	1	**
	*%	-%	*%	-%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
General manager / site manager	26	6	5	2	**	5	4	2	**	17	9	6	16	12	**
	1%	2%	1%	2%	**	1%	1%	1%	**	1%	1%	1%	1%	1%	**
		b													ab
Refused	4	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	46	5	14	1	**	9	6	2	**	31	14	9	28	20	**
	2%	2%	2%	1%	**	2%	1%	1%	**	2%	2%	1%	2%	2%	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Marketing	12	2	2	2	*	*	8	9	1	**	**	**	10	8	10	12	12
	1%	1%	1%	1%	*%	*%	1%	1%	1%	**	**	**	1%	1%	1%	1%	1%
Customer Relationship Management	3	*	-	*	-	-	1	1	-	**	**	**	3	1	3	1	3
	*%	*%	-%	*%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Customer Service	53	15	12	11	1	1	36	24	3	**	**	**	51	36	51	50	52
	3%	4%	4%	3%	1%	1%	3%	3%	4%	**	**	**	3%	2%	3%	3%	3%
Procurement	*	*	*	*	*	-	*	*	-	**	**	**	*	*	*	*	*
	*%	*%	*%	*%	*%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Finance / Accounts	134	30	20	24	9	6	100	82	3	**	**	**	131	118	131	113	132
	7%	7%	7%	7%	9%	7%	9%	9%	4%	**	**	**	7%	8%	7%	8%	7%
Operations	19	7	2	5	*	1	12	5	4	**	**	**	16	15	16	15	19
	1%	2%	1%	1%	*%	1%	1%	1%	5%	**	**	**	1%	1%	1%	1%	1%
Facilities	2	*	-	*	-	-	1	*	*	**	**	**	2	1	2	1	2
	*%	*%	-%	*%	-%	-%	*%	*%	*%	**	**	**	*%	*%	*%	*%	*%
Mailroom	3	*	1	1	-	*	*	1	-	**	**	**	3	3	3	3	3
	*%	*%	*%	*%	-%	*%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Office Admin / Office Management	502	132	79	94	17	26	317	271	27	**	**	**	471	409	475	378	489
	25%	33%	27%	27%	18%	30%	27%	29%	35%	**	**	**	25%	28%	26%	25%	25%
		d							c								
Senior Management (Managing Director, Director, Business Owner)	1172	199	163	202	67	50	622	506	38	**	**	**	1075	825	1080	857	1129
	59%	50%	56%	57%	69%	57%	54%	54%	50%	**	**	**	58%	56%	58%	57%	58%
				a	abc												
Sales	19	5	3	5	*	-	13	5	1	**	**	**	17	13	17	18	19
	1%	1%	1%	1%	*%	-%	1%	1%	1%	**	**	**	1%	1%	1%	1%	1%
Company Secretary	4	-	1	1	-	-	4	1	-	**	**	**	4	2	4	3	2
	*%	-%	*%	*%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
General manager / site manager	26	4	4	4	2	2	13	12	-	**	**	**	23	16	23	24	25
	1%	1%	1%	1%	2%	2%	1%	1%	-%	**	**	**	1%	1%	1%	2%	1%
											a						
Refused	4	-	-	-	-	-	-	-	-	**	**	**	2	2	2	2	4
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Don't know	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Other answers	46	5	4	3	1	1	28	20	1	**	**	**	40	31	40	30	46
	2%	1%	1%	1%	1%	1%	2%	2%	1%	**	**	**	2%	2%	2%	2%	2%

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 7 (continuation)

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Marketing	12	12	12	6	**	12	*	2	10	3	**	-	3	*	12	*
	1%	1%	1%	1%	**	1%	1%	1%	1%	1%	**	-%	1%	*%	1%	*%
Customer Relationship Management	3	1	1	3	**	3	-	-	3	*	**	-	*	*	3	-
	*%	*%	*%	1%	**	*%	-%	-%	*%	*%	**	-%	*%	*%	*%	-%
				ab												
Customer Service	53	29	48	12	**	48	-	*	51	16	**	2	14	9	40	3
	3%	3%	3%	3%	**	3%	-%	*%	3%	4%	**	2%	4%	4%	3%	1%
									a					c		
Procurement	*	*	*	*	**	*	-	-	*	*	**	-	*	-	*	-
	*%	*%	*%	*%	**	*%	-%	-%	*%	*%	**	-%	*%	-%	*%	-%
Finance / Accounts	134	83	129	32	**	107	8	20	111	28	**	8	25	6	108	20
	7%	8%	7%	8%	**	7%	10%	6%	7%	8%	**	9%	7%	3%	7%	6%
															a	
Operations	19	10	17	2	**	14	-	2	17	3	**	1	3	1	17	1
	1%	1%	1%	1%	**	1%	-%	*%	1%	1%	**	1%	1%	*%	1%	*%
Facilities	2	*	2	*	**	2	-	-	2	*	**	-	*	-	2	*
	*%	*%	*%	*%	**	*%	-%	-%	*%	*%	**	-%	*%	-%	*%	*%
Mailroom	3	1	3	-	**	3	-	2	1	2	**	-	2	1	2	*
	*%	*%	*%	-%	**	*%	-%	1%	*%	1%	**	-%	1%	*%	*%	*%
								b								
Office Admin / Office Management	502	269	476	105	**	400	14	78	399	98	**	24	80	53	340	105
	25%	24%	26%	26%	**	25%	17%	24%	25%	26%	**	25%	24%	23%	23%	33%
																ab
Senior Management (Managing Director, Director, Business Owner)	1172	652	1084	227	**	916	54	206	904	210	**	56	190	140	861	171
	59%	59%	58%	56%	**	58%	67%	63%	57%	57%	**	58%	58%	62%	59%	54%
Sales	19	9	17	6	**	13	-	2	13	4	**	2	4	6	9	4
	1%	1%	1%	2%	**	1%	-%	1%	1%	1%	**	2%	1%	3%	1%	1%
														b		
Company Secretary	4	1	4	1	**	2	-	3	2	-	**	-	1	1	2	2
	*%	*%	*%	*%	**	*%	-%	1%	*%	-%	**	-%	*%	*%	*%	1%
								b								
General manager / site manager	26	18	24	6	**	16	4	4	21	1	**	4	1	3	19	4
	1%	2%	1%	2%	**	1%	5%	1%	1%	*%	**	4%	*%	1%	1%	1%
							a					b				
Refused	4	-	2	-	**	4	-	-	4	-	**	-	-	-	4	-
	*%	-%	*%	-%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
Don't know	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**2000**	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	**2000**	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Other answers	**46**	21	42	6	**	39	-	9	35	4	**	*	8	6	33	7
	2%	*2%*	*2%*	*1%*	**	*3%*	*-%*	*3%*	*2%*	*1%*	**	**%	*2%*	*3%*	*2%*	*2%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Marketing	**12**	3	-	10	6	6
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
Customer Relationship Management	**3**	-	-	3	3	1
	****%***	*-%*	*-%*	**%*	**%*	**%*
Customer Service	**53**	4	5	41	26	27
	3%	*2%*	*3%*	*3%*	*2%*	*3%*
Procurement	*	-	-	*	*	*
	****%***	*-%*	*-%*	**%*	**%*	**%*
Finance / Accounts	**134**	14	5	115	81	54
	7%	*5%*	*4%*	*7%*	*8%*	*6%*
Operations	**19**	1	2	16	14	5
	1%	**%*	*2%*	*1%*	*1%*	*1%*
Facilities	**2**	*	-	2	*	1
	****%***	**%*	*-%*	**%*	**%*	**%*
Mailroom	**3**	1	-	2	2	1
	****%***	**%*	*-%*	**%*	**%*	**%*
Office Admin / Office Management	**502**	54	25	414	287	215
	25%	*20%*	*19%*	*26%*	*27%*	*23%*
				a		
Senior Management (Managing Director, Director, Business Owner)	**1172**	179	92	899	606	566
	59%	*66%*	*68%*	*57%*	*56%*	*61%*
		c	c			a
Sales	**19**	6	2	11	8	11
	1%	*2%*	*1%*	*1%*	*1%*	*1%*
		c				
Company Secretary	**4**	-	-	4	4	1
	****%***	*-%*	*-%*	**%*	**%*	**%*
General manager / site manager	**26**	5	-	21	8	18
	1%	*2%*	*-%*	*1%*	*1%*	*2%*
						a
Refused	**4**	-	-	4	-	4
	****%***	*-%*	*-%*	**%*	*-%*	**%*
						a
Don't know	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**46**	2	5	38	30	16
	2%	*1%*	*3%*	*2%*	*3%*	*2%*

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 7 (continuation)

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Marketing	**12**	*	-	-	5	1	-	-	*	-	2	3	2
	1%	**%*	*-%*	*-%*	*2%*	**%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*	*2%*
					ai								i
Customer Relationship Management	**3**	-	-	2	-	1	*	-	-	-	-	-	-
	****%***	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Customer Service	**53**	3	8	1	6	3	4	5	2	4	2	9	4
	3%	*2%*	*5%*	**%*	*3%*	*2%*	*4%*	*4%*	*2%*	*2%*	*1%*	*4%*	*3%*
			c				c	c				c	
Procurement	*	-	-	-	*	-	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Finance / Accounts	**134**	12	5	9	24	22	8	9	5	12	8	12	8
	7%	*6%*	*3%*	*6%*	*11%*	*13%*	*7%*	*8%*	*4%*	*5%*	*5%*	*6%*	*6%*
					bhij	**abchijk**							
Operations	**19**	*	1	3	2	1	*	*	2	5	1	3	1
	1%	**%*	*1%*	*2%*	*1%*	**%*	**%*	**%*	*1%*	*2%*	**%*	*1%*	*1%*
Facilities	**2**	-	*	1	-	*	*	-	-	-	*	-	-
	****%***	*-%*	**%*	*1%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Mailroom	**3**	-	-	*	-	-	1	-	-	2	-	-	*
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*
Office Admin / Office Management	**502**	57	42	39	52	46	19	31	27	49	62	53	25
	25%	*32%*	*25%*	*26%*	*25%*	*26%*	*16%*	*26%*	*19%*	*21%*	*36%*	*27%*	*20%*
		fhil									**bcdefhil**	f	
Senior Management (Managing Director, Director, Business Owner)	**1172**	99	105	89	107	91	77	68	104	148	90	113	81
	59%	*55%*	*63%*	*59%*	*52%*	*51%*	*66%*	*57%*	*72%*	*63%*	*52%*	*57%*	*63%*
			de				**dej**		**acdegjk**	**dej**			**dej**
Sales	**19**	2	-	*	4	6	*	*	1	*	3	2	-
	1%	*1%*	*-%*	**%*	*2%*	*4%*	**%*	**%*	**%*	**%*	*2%*	*1%*	*-%*
					i	**bcfgil**					i		
Company Secretary	**4**	-	1	2	-	2	-	-	-	-	-	-	-
	****%***	*-%*	**%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
General manager / site manager	**26**	4	2	-	4	4	2	1	-	2	4	1	-
	1%	*2%*	*1%*	*-%*	*2%*	*2%*	*1%*	*1%*	*-%*	*1%*	*2%*	**%*	*-%*
		c				c					c		
Refused	**4**	-	-	-	-	-	-	-	2	-	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other answers	**46**	2	3	6	3	*	5	5	*	15	1	1	6
	2%	*1%*	*2%*	*4%*	*1%*	**%*	*5%*	*4%*	**%*	*6%*	**%*	*1%*	*5%*
				aehjk			**aehjk**	**ehjk**		**abdehjk**			**adehjk**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Marketing	**12**	*	5	*	7
	1%	**%*	*1%*	**%*	*1%*
			ac		**ac**
Customer Relationship Management	**3**	2	1	-	-
	****%***	**%*	**%*	*-%*	*-%*
Customer Service	**53**	12	13	12	15
	3%	*2%*	*3%*	*2%*	*3%*
Procurement	*	-	*	*	*
	****%***	*-%*	**%*	**%*	**%*
Finance / Accounts	**134**	26	54	26	28
	7%	*5%*	*11%*	*5%*	*6%*
			acd		
Operations	**19**	5	3	7	4
	1%	*1%*	*1%*	*1%*	*1%*
Facilities	**2**	1	*	-	*
	****%***	**%*	**%*	*-%*	**%*
Mailroom	**3**	*	1	2	*
	****%***	**%*	**%*	**%*	**%*
Office Admin / Office Management	**502**	139	117	107	140
	25%	*28%*	*23%*	*21%*	*28%*
		c			c
Senior Management (Managing Director, Director, Business Owner)	**1172**	294	274	320	284
	59%	*59%*	*55%*	*64%*	*57%*
				bd	
Sales	**19**	2	11	1	5
	1%	**%*	*2%*	**%*	*1%*
			ac		
Company Secretary	**4**	3	2	-	-
	****%***	*1%*	**%*	*-%*	*-%*
General manager / site manager	**26**	7	10	3	5
	1%	*1%*	*2%*	*1%*	*1%*
Refused	**4**	-	-	2	2
	****%***	*-%*	*-%*	**%*	**%*
Don't know	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other answers	**46**	11	8	19	8
	2%	*2%*	*2%*	*4%*	*2%*
				bd	

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	1131	31	9	5	**	45	397	282	66	23	29
	59%	*59%*	*60%*	*54%*	*45%*	**	*57%*	*63%*	*63%*	*56%*	*54%*	*49%*
		d	d				d	e	e			
Post is critical for our customer communications and/or statements but is not core to our business	**326**	312	8	3	3	**	13	89	70	19	10	13
	16%	*16%*	*16%*	*16%*	*22%*	**	*17%*	*14%*	*16%*	*16%*	*24%*	*22%*
												a
Post is core to our business operations (i.e. our business could not function without it)	**463**	442	12	5	4	**	21	139	89	33	10	17
	23%	*23%*	*24%*	*29%*	*33%*	**	*26%*	*22%*	*20%*	*28%*	*22%*	*29%*
					a							b
Don't Know	**35**	34	*	*	-	**	*	7	6	-	-	*
	2%	*2%*	*%*	*1%*	*-%*	**	*%*	*1%*	*1%*	*-%*	*-%*	*%*
		bf										

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	91	82	206	44	122	184	115	81	83	1008	56	54	58
	59%	*53%*	*54%*	*62%*	*57%*	*71%*	*59%*	*59%*	*52%*	*55%*	*59%*	*61%*	*57%*	*62%*
						abfghijl								
Post is critical for our customer communications and/or statements but is not core to our business	**326**	32	27	50	17	17	52	29	33	27	285	11	16	14
	16%	*19%*	*18%*	*15%*	*23%*	*10%*	*17%*	*15%*	*21%*	*18%*	*17%*	*12%*	*17%*	*15%*
		e			**ek**				**ek**					
Post is core to our business operations (i.e. our business could not function without it)	**463**	43	40	74	14	27	73	49	39	38	397	23	23	21
	23%	*25%*	*26%*	*22%*	*18%*	*16%*	*24%*	*25%*	*25%*	*26%*	*23%*	*25%*	*24%*	*22%*
												e		
Don't Know	**35**	5	3	4	2	6	*	4	4	2	30	2	1	1
	2%	*3%*	*2%*	*1%*	*2%*	*3%*	**%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	*1%*
		f	f		f	f		f	f		f	f		

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	107	66	193	**	107	199	102	89	101	1004	57	58	58
	59%	*52%*	*53%*	*62%*	**	*71%*	*58%*	*60%*	*55%*	*58%*	*59%*	*58%*	*58%*	*61%*
						abfhijkl								
Post is critical for our customer communications and/or statements but is not core to our business	**326**	39	25	42	**	17	61	25	32	33	284	11	16	14
	16%	*19%*	*20%*	*14%*	**	*11%*	*18%*	*15%*	*20%*	*19%*	*17%*	*11%*	*16%*	*15%*
		k	k				k		k	k	k			
Post is core to our business operations (i.e. our business could not function without it)	**463**	54	30	74	**	20	82	41	36	39	392	27	23	21
	23%	*26%*	*24%*	*24%*	**	*14%*	*24%*	*24%*	*22%*	*22%*	*23%*	*27%*	*23%*	*22%*
		e		e			e	e			e	e	e	e
Don't Know	**35**	5	3	4	**	6	*	2	4	2	26	4	3	1
	2%	*3%*	*2%*	*1%*	**	*4%*	*%*	*1%*	*3%*	*1%*	*2%*	*4%*	*3%*	*1%*
		f	f			f			f			**fj**	**fj**	

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	**	112	**	115	284	60	39	508	959	217	1078	98	1099	78
	59%	**	*52%*	**	*72%*	*49%*	*77%*	*48%*	*64%*	*59%*	*57%*	*59%*	*54%*	*58%*	*69%*
				beg	**begh**		**abegh**		**beg**						a
Post is critical for our customer communications and/or statements but is not core to our business	**326**	**	24	**	28	92	6	13	148	270	55	284	42	320	5
	16%	**	*11%*	**	*17%*	*16%*	*8%*	*16%*	*19%*	*17%*	*14%*	*16%*	*23%*	*17%*	*5%*
					f	f			**bf**				a	b	
Post is core to our business operations (i.e. our business could not function without it)	**463**	**	72	**	16	196	9	27	128	357	106	424	39	442	21
	23%	**	*34%*	**	*10%*	*34%*	*12%*	*33%*	*16%*	*22%*	*28%*	*23%*	*21%*	*23%*	*19%*
			cdfh			**acdfh**		**dfh**			a				
Don't Know	**35**	**	6	**	*	6	2	3	15	29	5	32	3	26	8
	2%	**	*3%*	**	*%*	*1%*	*3%*	*3%*	*2%*	*2%*	*1%*	*2%*	*1%*	*1%*	*7%*
		deh						d							a

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Post is used mainly for administrative needs and is not core to our service delivery	1177	1177	-	-	1102	67	7	**	**	**	**	**	1169	8	640	462	74
	59%	100%	-%	-%	69%	19%	15%	**	**	**	**	**	60%	14%	85%	55%	19%
		bc			bcij								bcj		bc	c	
Post is critical for our customer communications and/or statements but is not core to our business	326	-	326	-	241	80	4	**	**	**	**	**	321	4	55	187	84
	16%	-%	100%	-%	15%	23%	9%	**	**	**	**	**	17%	8%	7%	22%	21%
			ac			acij							j			a	a
Post is core to our business operations (i.e. our business could not function without it)	463	-	-	463	227	193	36	**	**	**	**	**	420	43	42	185	236
	23%	-%	-%	100%	14%	56%	76%	**	**	**	**	**	22%	78%	6%	22%	59%
				ab		ai	abi						a	abi		a	ab
Don't Know	35	-	-	-	29	6	*	**	**	**	**	**	34	*	18	11	6
	2%	-%	-%	-%	2%	2%	*%	**	**	**	**	**	2%	*%	2%	1%	1%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	790	382	830	281	208	575	790	24	**	**	**	**	**	277	**	**	**	**	**	**	**
	59%	*57%*	*44%*	*55%*	*38%*	*42%*	*49%*	*58%*	*34%*	**	**	**	**	**	*39%*	**	**	**	**	**	**	**
		bdef	d	**bdef**			**bde**	**bcd**														
Post is critical for our customer communications and/or statements but is not core to our business	**326**	255	186	279	144	116	243	247	18	**	**	**	**	**	141	**	**	**	**	**	**	**
	16%	*18%*	*22%*	*19%*	*20%*	*23%*	*21%*	*18%*	*25%*	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
						ac				a												
Post is core to our business operations (i.e. our business could not function without it)	**463**	324	284	377	303	168	350	321	29	**	**	**	**	**	282	**	**	**	**	**	**	**
	23%	*23%*	*33%*	*25%*	*41%*	*34%*	*30%*	*23%*	*41%*	**	**	**	**	**	*40%*	**	**	**	**	**	**	**
			ac		**abcef**	**ac**	**ac**		a	a	a											
Don't Know	**35**	12	11	14	7	4	12	14	-	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	347	259	176	42	**	160	62	46	13	**	156	**	101	1078	99
	59%	*73%*	*67%*	*42%*	*21%*	**	*62%*	*39%*	*26%*	*10%*	**	*32%*	**	*50%*	*61%*	*44%*
		cd	**cd**	d			**bcd**	**cd**	d				a	a	b	
Post is critical for our customer communications and/or statements but is not core to our business	**326**	61	51	118	48	**	38	42	39	23	**	84	**	48	292	33
	16%	*13%*	*13%*	*28%*	*24%*	**	*15%*	*27%*	*23%*	*17%*	**	*17%*	**	*24%*	*17%*	*15%*
				ab	**ab**			**ad**	a					a		
Post is core to our business operations (i.e. our business could not function without it)	**463**	59	78	124	109	**	58	56	85	96	**	243	**	52	375	88
	23%	*12%*	*20%*	*30%*	*54%*	**	*23%*	*35%*	*49%*	*71%*	**	*50%*	**	*26%*	*21%*	*39%*
			a	**ab**	**abc**			a	**ab**	**abc**		**bc**				a
Don't Know	**35**	9	-	2	3	**	*	-	4	4	**	5	**	-	26	6
	2%	*2%*	*-%*	*1%*	*1%*	**	**%*	*-%*	*2%*	*3%*	**	*1%*	**	*-%*	*1%*	*3%*
		b			b				a	**ab**			**ac**			

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	2000	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	2000	1450	50	492	243	1432	69	486	249	323	1288	145	1
Post is used mainly for administrative needs and is not core to our service delivery	1177	807	23	196	84	803	27	190	91	162	732	60	**
	59%	*56%*	*45%*	*40%*	*35%*	*56%* b	*40%*	*39%*	*36%*	*50%* c	*57%* ac	*42%*	**
Post is critical for our customer communications and/or statements but is not core to our business	326	269	10	95	48	267	13	95	48	71	239	28	**
	16%	*19%*	*20%*	*19%*	*20%*	*19%*	*18%*	*20%*	*19%*	*22%*	*19%*	*19%*	**
Post is core to our business operations (i.e. our business could not function without it)	463	360	17	197	106	351	26	197	106	87	308	56	**
	23%	*25%*	*33%*	*40%*	*44%*	*24%*	*38%* a	*41%*	*43%*	*27%*	*24%*	*39%* ab	**
Don't Know	35	14	1	4	4	12	3	4	4	3	10	1	**
	2%	*1%*	*1%*	*1%*	*2%*	*1%*	*4%* a	*1%*	*1%*	*1%*	*1%*	*%*	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Post is used mainly for administrative needs and is not core to our service delivery	1177	118	323	29	**	195	170	50	**	767	370	216	657	473	**
	59%	*42%*	*44%*	*26%*	**	*37%*	*37%*	*28%*	**	*57%*	*44%*	*37%*	*56%*	*52%*	**
		c	c			c	c			bc	c		c	c	
Post is critical for our customer communications and/or statements but is not core to our business	326	69	154	19	**	109	87	40	**	248	180	120	227	179	**
	16%	*24%*	*21%*	*18%*	**	*21%*	*19%*	*23%*	**	*19%*	*22%*	*20%*	*19%*	*20%*	**
Post is core to our business operations (i.e. our business could not function without it)	463	92	252	60	**	220	196	84	**	310	275	247	288	249	**
	23%	*32%*	*34%*	*54%*	**	*42%*	*43%*	*48%*	**	*23%*	*33%*	*42%*	*24%*	*27%*	**
				ab							a	ab			ab
Don't Know	35	4	7	2	**	4	5	2	**	12	11	5	8	12	**
	2%	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	142	100	122	20	17	638	476	29	**	**	**	1083	829	1087	823	1122
	59%	*35%*	*34%*	*35%*	*21%*	*19%*	*55%*	*51%*	*38%*	**	**	**	*59%*	*56%*	*59%*	*55%*	*58%*
		de	**de**	**de**			b						d		d		
Post is critical for our customer communications and/or statements but is not core to our business	**326**	79	56	76	22	20	211	186	17	**	**	**	307	270	310	275	324
	16%	*20%*	*19%*	*22%*	*22%*	*23%*	*18%*	*20%*	*22%*	**	**	**	*17%*	*18%*	*17%*	*18%*	*17%*
Post is core to our business operations (i.e. our business could not function without it)	**463**	176	129	153	53	50	298	262	26	**	**	**	434	363	436	386	460
	23%	*44%*	*44%*	*44%*	*55%*	*58%*	*26%*	*28%*	*34%*	**	**	**	*24%*	*25%*	*24%*	*26%*	*24%*
						abc											
Don't Know	**35**	4	5	*	2	-	7	13	5	**	**	**	23	19	23	23	32
	2%	*1%*	*2%*	*%*	*2%*	*-%*	*1%*	*1%*	*6%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*2%*
			c		c												

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Post is used mainly for administrative needs and is not core to our service delivery	1177	600	1083	189	**	939	36	162	962	154	**	25	150	48	921	204
	59%	54%	58%	47%	**	59%	44%	49%	61%	42%	**	25%	46%	21%	63%	64%
		c	ac			b			a				a		a	a
Post is critical for our customer communications and/or statements but is not core to our business	326	205	306	94	**	258	11	53	264	64	**	26	50	63	199	64
	16%	19%	16%	23%	**	16%	13%	16%	17%	17%	**	26%	15%	28%	14%	20%
				ab								b		bc		b
Post is core to our business operations (i.e. our business could not function without it)	463	293	448	121	**	355	31	111	320	145	**	47	122	113	307	42
	23%	26%	24%	30%	**	22%	39%	34%	20%	39%	**	48%	37%	51%	21%	13%
				b			a	b						bc	c	
Don't Know	35	10	25	2	**	27	3	2	28	6	**	1	8	1	24	9
	2%	1%	1%	1%	**	2%	4%	1%	2%	2%	**	1%	2%	*%	2%	3%
																a

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	115	58	995	630	547
	59%	*43%*	*43%*	*63%*	*59%*	*59%*
				ab		
Post is critical for our customer communications and/or statements but is not core to our business	**326**	55	25	241	196	130
	16%	*21%*	*19%*	*15%*	*18%*	*14%*
		c			b	
Post is core to our business operations (i.e. our business could not function without it)	**463**	89	51	319	238	225
	23%	*33%*	*38%*	*20%*	*22%*	*24%*
		c	c			
Don't Know	**35**	10	-	25	12	23
	2%	*4%*	*-%*	*2%*	*1%*	*2%*
		bc				a

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	99	96	89	112	90	71	75	83	157	97	130	78
	59%	*55%*	*57%*	*58%*	*54%*	*51%*	*61%*	*63%*	*57%*	*66%*	*56%*	*65%*	*61%*
								e		**adej**		**ade**	
Post is critical for our customer communications and/or statements but is not core to our business	**326**	29	11	32	40	30	15	21	22	41	37	24	23
	16%	*16%*	*6%*	*21%*	*19%*	*17%*	*13%*	*18%*	*15%*	*17%*	*21%*	*12%*	*18%*
		b		**bk**	b	b		b	b	b	**bk**		b
Post is core to our business operations (i.e. our business could not function without it)	**463**	46	61	31	53	57	30	19	35	34	35	36	27
	23%	*25%*	*36%*	*20%*	*25%*	*32%*	*26%*	*16%*	*24%*	*14%*	*20%*	*18%*	*21%*
		gi	**acdghijkl**		**gi**	**cgijkl**	i		i				
Don't Know	**35**	5	1	*	2	-	-	4	4	5	4	8	-
	2%	*3%*	**%*	**%*	*1%*	*-%*	*-%*	*4%*	*3%*	*2%*	*3%*	*4%*	*-%*
		cel						**cefl**	**cel**		e	**bcdefl**	

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Post is used mainly for administrative needs and is not core to our service delivery	**1177**	284	274	314	304
	59%	*57%*	*55%*	*63%*	*61%*
				b	
Post is critical for our customer communications and/or statements but is not core to our business	**326**	72	85	84	85
	16%	*14%*	*17%*	*17%*	*17%*
Post is core to our business operations (i.e. our business could not function without it)	**463**	138	139	88	98
	23%	*28%*	*28%*	*18%*	*20%*
		cd	**cd**		
Don't Know	**35**	6	2	14	13
	2%	*1%*	**%*	*3%*	*3%*
				b	b

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Yes	**122**	112	6	3	2	**	10	24	26	12	1	8
	6%	*6%*	*11%*	*15%*	*16%*	**	*13%*	*4%*	*6%*	*10%*	*1%*	*13%*
			a	a	a		a			**ad**		**abd**
No	**1822**	1762	40	11	8	**	60	604	419	100	42	48
	91%	*92%*	*78%*	*67%*	*70%*	**	*75%*	*96%*	*94%*	*85%*	*97%*	*81%*
		bcdf	c					**ce**	**ce**		**ce**	
Don't know	**55**	46	6	3	2	**	10	5	2	6	1	4
	3%	*2%*	*11%*	*17%*	*13%*	**	*12%*	*1%*	*%*	*5%*	*1%*	*7%*
			a	**ab**	a		a			**ab**		**ab**

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Yes	**122**	7	6	29	6	15	16	15	6	9	110	3	6	3
	6%	*4%*	*4%*	*9%*	*8%*	*9%*	*5%*	*8%*	*4%*	*6%*	*6%*	*4%*	*6%*	*4%*
				km		m								
No	**1822**	160	142	294	70	152	281	180	149	138	1567	83	85	87
	91%	*93%*	*94%*	*88%*	*90%*	*88%*	*91%*	*92%*	*95%*	*92%*	*91%*	*91%*	*91%*	*91%*
									c					
Don't know	**55**	5	3	10	2	5	13	*	2	3	43	5	3	5
	3%	*3%*	*2%*	*3%*	*3%*	*3%*	*4%*	*%*	*1%*	*2%*	*2%*	*5%*	*3%*	*5%*
							g					**gj**		**gj**

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Yes	**122**	8	6	29	**	13	19	12	6	10	105	8	6	3
	6%	*4%*	*5%*	*9%*	**	*8%*	*6%*	*7%*	*4%*	*5%*	*6%*	*8%*	*6%*	*4%*
				am		m						m		
No	**1822**	193	115	274	**	132	310	157	154	161	1559	86	91	86
	91%	*94%*	*93%*	*87%*	**	*88%*	*91%*	*93%*	*96%*	*92%*	*91%*	*87%*	*91%*	*91%*
		ck							**cek**		k			
Don't know	**55**	4	3	11	**	5	12	1	1	5	43	5	3	5
	3%	*2%*	*2%*	*3%*	**	*3%*	*4%*	*%*	*1%*	*3%*	*3%*	*5%*	*3%*	*5%*
												gj		**ghj**

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Yes	**122**	**	20	**	3	45	5	4	44	100	22	114	8	121	1
	6%	**	*9%*	**	*2%*	*8%*	*6%*	*4%*	*6%*	*6%*	*6%*	*6%*	*4%*	*6%*	*1%*
			dh			d			d					b	
No	**1822**	**	193	**	152	520	72	71	729	1469	353	1661	161	1713	109
	91%	**	*90%*	**	*95%*	*90%*	*93%*	*87%*	*91%*	*91%*	*92%*	*91%*	*89%*	*91%*	*97%*
				g	**eg**										a
Don't know	**55**	**	1	**	5	13	1	7	26	47	8	43	13	53	2
	3%	**	*1%*	**	*3%*	*2%*	*1%*	*9%*	*3%*	*3%*	*2%*	*2%*	*7%*	*3%*	*2%*
								bdefh	b				a		

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Yes	**122**	27	27	66	49	44	22	**	**	**	**	**	93	29	13	36	73
	6%	*2%*	*8%*	*14%*	*3%*	*13%*	*47%*	**	**	**	**	**	*5%*	*52%*	*2%*	*4%*	*18%*
			a	**ab**		**ai**	**abi**						a	**abi**		a	**ab**
No	**1822**	1125	292	376	1512	287	23	**	**	**	**	**	1799	24	726	786	310
	91%	*96%*	*90%*	*81%*	*95%*	*83%*	*48%*	**	**	**	**	**	*92%*	*43%*	*96%*	*93%*	*77%*
		bc	c		**bcij**	**cj**							**bcj**		**bc**	c	
Don't know	**55**	25	6	22	38	14	2	**	**	**	**	**	53	3	15	23	17
	3%	*2%*	*2%*	*5%*	*2%*	*4%*	*5%*	**	**	**	**	**	*3%*	*5%*	*2%*	*3%*	*4%*
				ab													a

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Yes	**122**	88	88	110	72	36	77	88	11	**	**	**	**	**	60	**	**	**	**	**	**	**
	6%	*6%*	*10%*	*7%*	*10%*	*7%*	*7%*	*6%*	*16%*	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
			acef		**acf**				a		a											
No	**1822**	1245	738	1340	639	444	1071	1242	57	**	**	**	**	**	624	**	**	**	**	**	**	**
	91%	*90%*	*86%*	*89%*	*87%*	*89%*	*91%*	*91%*	*80%*	**	**	**	**	**	*88%*	**	**	**	**	**	**	**
		bd		b		b	**bd**	**bcd**														
Don't know	**55**	49	37	50	24	16	32	42	3	**	**	**	**	**	23	**	**	**	**	**	**	**
	3%	*4%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	*4%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
			f							**ab**												

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Yes	**122**	15	22	35	37	**	11	12	23	23	**	58	**	13	99	23
	6%	*3%*	*6%*	*8%*	*18%*	**	*4%*	*7%*	*13%*	*17%*	**	*12%*	**	*7%*	*6%*	*10%*
				a	**abc**				a	**ab**		**bc**				a
No	**1822**	450	358	377	142	**	241	142	148	104	**	418	**	180	1623	197
	91%	*95%*	*92%*	*90%*	*71%*	**	*94%*	*89%*	*85%*	*76%*	**	*85%*	**	*90%*	*92%*	*87%*
		cd	d	d			**cd**	d							b	
Don't know	**55**	11	9	9	22	**	4	6	4	9	**	13	**	7	50	6
	3%	*2%*	*2%*	*2%*	*11%*	**	*2%*	*4%*	*2%*	*7%*	**	*3%*	**	*4%*	*3%*	*3%*
					abc					**ac**			a			

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Yes	**122**	107	3	37	35	105	5	40	32	25	85	18	**
	6%	*7%*	*6%*	*7%*	*15%* a	*7%*	*7%*	*8%*	*13%*	*8%*	*7%*	*13%* **ab**	**
No	**1822**	1294	46	439	199	1280	60	430	209	292	1158	122	**
	91%	*89%*	*91%*	*89%* b	*82%*	*89%*	*87%*	*88%*	*84%*	*90%* c	*90%* c	*84%*	**
Don't know	**55**	49	2	16	8	47	4	16	8	6	46	4	**
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*5%*	*3%*	*3%*	*2%*	*4%*	*3%*	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Yes	**122**	34	77	28	**	51	50	31	**	86	88	53	87	77	**
	6%	*12%*	*10%*	*25%*	**	*10%*	*11%*	*18%*	**	*6%*	*10%*	*9%*	*7%*	*8%*	**
				ab				**ab**			a	a			**ab**
No	**1822**	241	625	79	**	464	393	140	**	1203	713	513	1054	803	**
	91%	*85%*	*85%*	*72%*	**	*88%*	*86%*	*80%*	**	*90%*	*85%*	*87%*	*89%*	*88%*	**
		c	c			c				b			c	c	
Don't know	**55**	8	34	3	**	14	15	3	**	47	35	22	38	34	**
	3%	*3%*	*5%*	*3%*	**	*3%*	*3%*	*2%*	**	*4%*	*4%*	*4%*	*3%*	*4%*	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Yes	**122**	43	36	33	17	23	90	80	7	**	**	**	113	94	115	99	120
	6%	*11%*	*12%*	*9%*	*18%*	*26%*	*8%*	*8%*	*10%*	**	**	**	*6%*	*6%*	*6%*	*7%*	*6%*
					c	**abc**											
No	**1822**	340	247	311	75	61	1029	824	60	**	**	**	1681	1343	1688	1362	1763
	91%	*85%*	*85%*	*88%*	*78%*	*71%*	*89%*	*88%*	*79%*	**	**	**	*91%*	*91%*	*91%*	*90%*	*91%*
		e	e	**de**													
Don't know	**55**	18	8	8	4	2	35	33	9	**	**	**	53	45	53	46	55
	3%	*4%*	*3%*	*2%*	*4%*	*3%*	*3%*	*4%*	*12%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Yes	122	77	113	42	**	89	7	28	85	44	**	14	39	39	67	16
	6%	7%	6%	10%	**	6%	9%	9%	5%	12%	**	14%	12%	17%	5%	5%
				ab				b						bc		
No	1822	997	1695	353	**	1436	74	296	1439	314	**	84	280	175	1356	288
	91%	90%	91%	87%	**	91%	91%	90%	91%	85%	**	86%	85%	78%	93%	91%
			c												a	a
Don't know	55	33	53	11	**	53	-	4	49	11	**	*	11	10	29	14
	3%	3%	3%	3%	**	3%	-%	1%	3%	3%	**	*%	3%	5%	2%	4%
														b		b

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Yes	**122**	34	16	72	72	50
	6%	*13%*	*12%*	*5%*	*7%*	*5%*
		c	c			
No	**1822**	228	115	1464	976	846
	91%	*85%*	*85%*	*93%*	*91%*	*92%*
				ab		
Don't know	**55**	8	4	43	27	29
	3%	*3%*	*3%*	*3%*	*2%*	*3%*

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Yes	**122**	9	8	7	13	20	20	4	9	7	7	12	7
	6%	*5%*	*5%*	*4%*	*6%*	*11%*	*17%*	*3%*	*6%*	*3%*	*4%*	*6%*	*6%*
						acgijabcdghijkl							
No	**1822**	169	155	144	190	155	93	106	132	220	160	181	118
	91%	*94%*	*92%*	*94%*	*92%*	*87%*	*80%*	*89%*	*92%*	*93%*	*92%*	*91%*	*92%*
		ef	f	**ef**	f			f	f	f	f	f	f
Don't know	**55**	1	5	2	4	3	3	9	3	10	7	6	3
	3%	*1%*	*3%*	*1%*	*2%*	*2%*	*3%*	*8%*	*2%*	*4%*	*4%*	*3%*	*2%*
								acdehkl		a	a		

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Yes	**122**	24	52	20	26
	6%	*5%*	*10%*	*4%*	*5%*
			acd		
No	**1822**	468	438	458	458
	91%	*94%*	*88%*	*92%*	*92%*
		b		b	b
Don't know	**55**	8	10	22	16
	3%	*2%*	*2%*	*4%*	*3%*
				ab	

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10

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

Base: All

		TOTAL	Business Size						Turnover				
			0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	*e	f	a	b	c	d	e
Unweighted total		2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total		2000	1920	52	16	12	-	80	632	448	118	43	60
Under £10 (under £120 pa)	(5)	**755**	742	10	2	1	**	13	334	146	28	6	6
		38%	*39%*	*19%*	*13%*	*5%*	**	*16%*	*53%*	*33%*	*24%*	*14%*	*10%*
			bcdf	d	d			d	**bcde**	**de**	e		
£10 - £24 (£120 - £299 pa)	(17)	**382**	371	8	1	1	**	10	99	107	19	10	3
		19%	*19%*	*16%*	*6%*	*8%*	**	*13%*	*16%*	*24%*	*16%*	*24%*	*5%*
			cdf	**cd**				c	e	**ae**	e	e	
£25 - £49 (£300 - £599 pa)	(37)	**240**	228	8	2	2	**	12	71	45	11	3	8
		12%	*12%*	*16%*	*14%*	*14%*	**	*15%*	*11%*	*10%*	*10%*	*7%*	*13%*
				a									
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	211	8	3	1	**	12	58	47	15	10	15
		11%	*11%*	*16%*	*17%*	*7%*	**	*15%*	*9%*	*11%*	*12%*	*24%*	*26%*
				ad	**ad**			**ad**				**ab**	**abc**
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	149	5	3	2	**	10	30	43	13	4	11
		8%	*8%*	*10%*	*17%*	*20%*	**	*13%*	*5%*	*10%*	*11%*	*9%*	*19%*
					ab	**ab**		a		a	a		**ab**
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	123	6	3	2	**	11	26	32	17	2	10
		7%	*6%*	*11%*	*17%*	*17%*	**	*13%*	*4%*	*7%*	*14%*	*5%*	*16%*
				a	a	a		a			**ab**		**abd**
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	48	3	1	1	**	5	8	11	6	2	1
		3%	*2%*	*6%*	*4%*	*11%*	**	*6%*	*1%*	*3%*	*5%*	*5%*	*2%*
				a		a		a			a	a	
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	26	2	1	1	**	4	6	7	2	*	3
		1%	*1%*	*3%*	*6%*	*11%*	**	*5%*	*1%*	*2%*	*2%*	*1%*	*5%*
				a	a	**abf**		a					**ab**
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	10	1	*	*	**	1	-	5	2	2	1
		1%	*1%*	*1%*	*2%*	*4%*	**	*2%*	*-%*	*1%*	*2%*	*5%*	*1%*
						a		a		a	a	**ab**	a
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	6	*	*	*	**	1	-	2	-	2	1
		%	*%*	*%*	*2%*	*3%*	**	*1%*	*-%*	*%*	*-%*	*4%*	*1%*
					a	**ab**		a				**abc**	a

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Business Size						Turnover				
			0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	*e	f	a	b	c	d	e
Unweighted total		**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total		**2000**	1920	52	16	12	-	80	632	448	118	43	60
£5,000 - £7 ,499 (£60,000 - £89,999 pa)	(6250)	**3**	2	*	*	-	**	1	-	2	1	-	1
		***%**	*%*	*1%*	*2%*	-%	**	*1%*	-%	*%*	*1%*	-%	*1%*
					a			a					a
£7,500 - £9 ,999 (£90,000 - £119,999 pa)	(8750)	**2**	2	*	-	-	**	*	-	-	2	-	-
		***%**	*%*	*%*	-%	-%	**	*%*	-%	-%	*2%*	-%	-%
											ab		
£10,000 - £14 ,999 (£120,000 - £179,999 pa)	(12500)	**2**	2	*	-	*	**	*	-	-	2	-	*
		***%**	*%*	*%*	-%	*1%*	**	*%*	-%	-%	*2%*	-%	*%*
						a					**ab**		
£15,000 - £19 ,999 (£180,000 - £239,999 pa)	(17500)	**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
£20,000 - £24 ,999 (£240,000 - £299,999 pa)	(22500)	*	-	-	*	-	**	*	-	-	-	-	*
		***%**	-%	-%	*1%*	-%	**	*%*	-%	-%	-%	-%	*%*
					a								
£25,000 - £29 ,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
£30,000 - £39 ,999 (£360,000 - £479,999 pa)	(35000)	**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
£40,000 - £49 ,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
£50,000 - £74 ,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
£75,000 - £99 ,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1 ,200,000 - £3 ,599,999 pa)	(200000)	**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Business Size						Turnover				
			0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	*e	f	a	b	c	d	e
Unweighted total		**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total		**2000**	1920	52	16	12	-	80	632	448	118	43	60
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Net: <£100		**1599**	1552	35	8	4	**	47	562	345	73	30	32
		80%	*81%*	*67%*	*49%*	*34%*	**	*58%*	*89%*	*77%*	*62%*	*69%*	*54%*
			bcdf	**cdf**	d			**cd**	**bcde**	**ce**		e	
Net: £100 -<£1000		**346**	320	14	6	6	**	26	64	87	37	9	22
		17%	*17%*	*27%*	*38%*	*48%*	**	*33%*	*10%*	*19%*	*31%*	*20%*	*38%*
				a	**ab**	**abf**		a		a	**ab**	a	**abd**
Net: £1000 -<£5000		**48**	42	2	2	2	**	6	6	14	4	5	4
		2%	*2%*	*5%*	*10%*	*18%*	**	*8%*	*1%*	*3%*	*4%*	*11%*	*7%*
				a	**ab**	**abf**		**ab**		a	a	**ab**	**ab**
Net: £5000 -<£10,000		**5**	4	*	*	-	**	1	-	2	3	-	1
		%	*%*	*1%*	*2%*	-%	**	*1%*	-%	*%*	*2%*	-%	*1%*
					a			a			a		a
Net: £10,000 - <£25,000		**2**	2	*	*	*	**	*	-	-	2	-	*
		%	*%*	*%*	*1%*	*1%*	**	*1%*	-%	-%	*2%*	-%	*%*
						a					**ab**		
Net: £25,000 <£50,000		**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Net: £50,000 - <£100,000		**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Net: >£100,000		**-**	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Answered		**2000**	1920	52	16	12	**	80	632	448	118	43	60
Mean		**156.25**	144.80	321.11	605.76	672.27	**	431.03	60.86	167.19	567.04	416.02	408.25
				a	**ab**	**ab**		a		a	**ab**	**ab**	**ab**

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

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

		TOTAL	GOR (QC3)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total		**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Under £10 (under £120 pa)	(5)	**755**	40	63	125	45	80	115	77	50	52	647	37	37	34
		38%	*23%*	*42%*	*38%*	*58%*	*46%*	*37%*	*39%*	*32%*	*34%*	*38%*	*41%*	*39%*	*36%*
				a	**aacfghijklm**		**ahm**	a	a			a	a	a	a
£10 - £24 (£120 - £299 pa)	(17)	**382**	37	18	70	12	26	72	30	26	33	325	20	19	18
		19%	*22%*	*12%*	*21%*	*16%*	*15%*	*23%*	*15%*	*16%*	*22%*	*19%*	*21%*	*21%*	*19%*
								bg					b		
£25 - £49 (£300 - £599 pa)	(37)	**240**	27	15	36	6	18	31	29	29	12	204	13	10	14
		12%	*16%*	*10%*	*11%*	*8%*	*10%*	*10%*	*15%*	*18%*	*8%*	*12%*	*14%*	*11%*	*14%*
										cfij					
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	28	11	43	*	19	38	25	15	14	193	9	9	12
		11%	*16%*	*7%*	*13%*	**%*	*11%*	*12%*	*13%*	*10%*	*9%*	*11%*	*9%*	*9%*	*13%*
			bd		d		d	d	d	d	d	d	d	d	d
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	19	19	25	8	4	20	16	14	14	140	5	7	8
		8%	*11%*	*13%*	*8%*	*10%*	*3%*	*6%*	*8%*	*9%*	*9%*	*8%*	*5%*	*7%*	*9%*
			e	**ek**		e			e	e	e	e			e
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	16	13	15	6	15	12	11	16	11	114	6	7	6
		7%	*9%*	*8%*	*4%*	*7%*	*9%*	*4%*	*6%*	*10%*	*7%*	*7%*	*7%*	*8%*	*6%*
			f							**cf**					
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	*	8	10	*	4	12	2	4	7	48	*	3	2
		3%	**%*	*5%*	*3%*	**%*	*2%*	*4%*	*1%*	*2%*	*5%*	*3%*	**%*	*3%*	*2%*
				ak	k			**ak**			**ak**	k		k	
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	3	2	4	*	*	6	4	3	5	26	2	1	1
		1%	*1%*	*1%*	*1%*	**%*	**%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*1%*	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	*	2	2	-	4	2	-	*	*	11	-	1	-
		1%	**%*	*1%*	*1%*	*-%*	*2%*	*1%*	*-%*	**%*	**%*	*1%*	*-%*	*1%*	*-%*
							jkm								
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	*	-	2	-	2	*	2	-	*	6	-	-	1
		****%***	**%*	*-%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*	**%*	**%*	*-%*	*-%*	*1%*
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	*	-	2	-	-	-	-	*	*	2	1	-	-
		%	**%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*1%*	*-%*	*-%*

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	GOR (QC3)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		2000	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total		2000	172	151	334	77	172	310	196	157	151	1720	92	94	95
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	2 *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1% j	2 *%	- -%	- -%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	2 *%	* *%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£500,000+ (£6,000,000+ pa)	(600000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	**1599**	132	107	274	64	143	257	161	120	111	1369	78	75	77
	80%	*77%*	*71%*	*82%*	*82%*	*83%*	*83%*	*82%*	*77%*	*74%*	*80%*	*85%*	*80%*	*82%*
				b		b	**bi**	b			b	**bhij**		b
Net: £100 -<£1000	**346**	36	40	50	14	23	44	30	34	32	302	11	17	16
	17%	*21%*	*26%*	*15%*	*18%*	*14%*	*14%*	*15%*	*22%*	*21%*	*18%*	*12%*	*18%*	*17%*
		k	**cefgjkm**						k	k	k			
Net: £1000 -<£5000	**48**	3	4	7	*	6	8	6	3	5	43	2	2	2
	2%	*2%*	*3%*	*2%*	**%*	*4%*	*3%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*2%*
Net: £5000 -<£10,000	**5**	*	-	2	-	-	-	-	*	2	4	1	-	-
	****%***	**%*	-%	*1%*	-%	-%	-%	-%	**%*	*1%*	**%*	*1%*	-%	-%
										j				
Net: £10,000 - <£25,000	**2**	*	-	-	-	-	2	-	-	-	2	-	-	*
	****%***	**%*	-%	-%	-%	-%	*1%*	-%	-%	-%	**%*	-%	-%	**%*
Net: £25,000 <£50,000	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: £50,000 - <£100,000	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Mean	**156.25**	137.38	159.32	155.22	56.21	171.87	195.29	128.13	119.17	267.85	161.74	120.97	116.98	129.58
										l				

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

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

		TOTAL	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		2000	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total		2000	205	124	313	66	150	342	170	161	175	1707	99	100	94
Under £10 (under £120 pa)	(5)	**755**	62	50	115	**	70	129	68	47	67	641	39	40	34
		38%	*30%*	*40%*	*37%*	**	*46%*	*38%*	*40%*	*29%*	*38%*	*38%*	*40%*	*40%*	*36%*
						achjm	**ah**						h	**ah**	
£10 - £24 (£120 - £299 pa)	(17)	**382**	45	13	69	**	24	62	31	30	38	325	20	20	17
		19%	*22%*	*11%*	*22%*	**	*16%*	*18%*	*18%*	*18%*	*22%*	*19%*	*20%*	*19%*	*18%*
			b		b						b				
£25 - £49 (£300 - £599 pa)	(37)	**240**	29	11	33	**	13	45	20	29	15	201	13	13	14
		12%	*14%*	*9%*	*10%*	**	*9%*	*13%*	*12%*	*18%*	*8%*	*12%*	*13%*	*13%*	*14%*
										ceij					
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	28	9	36	**	17	48	22	17	14	193	9	9	12
		11%	*14%*	*7%*	*11%*	**	*11%*	*14%*	*13%*	*11%*	*8%*	*11%*	*9%*	*9%*	*13%*
								d							
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	20	19	27	**	4	19	14	14	16	140	5	7	8
		8%	*10%*	*16%*	*9%*	**	*3%*	*5%*	*8%*	*9%*	*9%*	*8%*	*5%*	*7%*	*9%*
			e	**efjkl**	e						e	e			e
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	16	13	17	**	14	12	10	16	11	110	10	8	6
		7%	*8%*	*10%*	*5%*	**	*9%*	*3%*	*6%*	*10%*	*6%*	*6%*	*11%*	*8%*	*6%*
				f			f			f			**cfj**	f	
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	1	8	8	**	2	16	*	4	7	48	*	3	2
		3%	**%*	*6%*	*3%*	**	*1%*	*5%*	**%*	*2%*	*4%*	*3%*	**%*	*3%*	*2%*
				agk	k	**gk**		**agk**			**agk**	k		k	k
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	3	2	4	**	*	4	4	4	5	26	2	1	1
		1%	*1%*	*2%*	*1%*	**	**%*	*1%*	*2%*	*3%*	*3%*	*2%*	*2%*	*1%*	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	*	*	2	**	4	4	-	*	*	11	-	1	-
		1%	**%*	**%*	*1%*	**	*3%*	*1%*	*-%*	**%*	**%*	*1%*	*-%*	*1%*	*-%*
							jkm								
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	*	-	2	**	2	2	*	-	*	6	-	-	1
		****%***	**%*	*-%*	*1%*	**	*1%*	*1%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*1%*
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	*	-	2	**	-	*	-	-	*	2	1	-	-
		****%***	**%*	*-%*	*1%*	**	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	*-%*	*-%*

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		2000	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total		2000	205	124	313	66	150	342	170	161	175	1707	99	100	94
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	2	*	-	-	**	-	-	-	-	2	2	-	-	-
		*%	*%	-%	-%	**	-%	-%	-%	-%	1% j	*%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	2	*	-	-	**	-	2	-	-	-	2	-	-	-
		*%	*%	-%	-%	**	-%	1%	-%	-%	-%	*%	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	*	-	-	-	**	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Don't know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	**1599**	164	82	252	**	123	284	142	123	133	1360	81	81	77
	80%	*80%*	*66%*	*80%*	**	*82%*	*83%*	*84%*	*76%*	*76%*	*80%*	*82%*	*81%*	*81%*
		b		b	b	b	b	b			b	b	b	b
Net: £100 -<£1000	**346**	37	39	52	**	21	46	24	34	34	297	16	17	16
	17%	*18%*	*32%*	*17%*	**	*14%*	*13%*	*14%*	*21%*	*19%*	*17%*	*16%*	*17%*	*17%*
			acdefgij klm											
Net: £1000 -<£5000	**48**	3	2	7	**	6	10	4	5	5	43	2	2	2
	2%	*2%*	*2%*	*2%*	**	*4%*	*3%*	*2%*	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*
Net: £5000 -<£10,000	**5**	*	-	2	**	-	*	-	-	2	4	1	-	-
	%	*%	-%	*1%*	**	-%	*%	-%	-%	*1%*	*%	*1%*	-%	-%
Net: £10,000 - <£25,000	**2**	*	-	-	**	-	2	-	-	-	2	-	-	*
	%	*%	-%	-%	**	-%	*1%*	-%	-%	-%	*%	-%	-%	*%
Net: £25,000 <£50,000	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: £50,000 - <£100,000	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2000**	205	124	313	**	150	342	170	161	175	1707	99	100	94
Mean	**156.25**	124.98	145.22	161.13	**	183.11	213.09	89.63	128.66	235.42	161.75	128.19	111.48	133.65

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10 (continuation)

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

Base: All

		TOTAL	Industry								Urbanity		Location		Internet connection	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total		2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total		2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Under £10 (under £120 pa)	(5)	**755**	**	51	**	68	176	53	19	346	625	130	691	64	675	79
		38%	**	*24%*	**	*42%*	*30%*	*68%*	*24%*	*43%*	*39%*	*34%*	*38%*	*35%*	*36%*	*71%*
			beg		**beg**	**beg**		**bdegh**		**beg**	b					a
£10 - £24 (£120 - £299 pa)	(17)	**382**	**	36	**	41	99	19	24	148	295	87	354	28	365	16
		19%	**	*17%*	**	*26%*	*17%*	*25%*	*29%*	*19%*	*18%*	*23%*	*19%*	*15%*	*19%*	*14%*
			c	c		**bceh**	c	c	**bceh**	c		a				
£25 - £49 (£300 - £599 pa)	(37)	**240**	**	27	**	26	57	1	8	110	197	43	202	38	232	9
		12%	**	*13%*	**	*16%*	*10%*	*1%*	*10%*	*14%*	*12%*	*11%*	*11%*	*21%*	*12%*	*8%*
				f	f	**ef**	f		f	**ef**				a		
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	**	24	**	14	80	1	11	82	179	43	198	24	220	3
		11%	**	*11%*	**	*8%*	*14%*	*2%*	*13%*	*10%*	*11%*	*11%*	*11%*	*13%*	*12%*	*2%*
				f	**af**	f	**afh**		f	f					b	
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	**	34	**	6	46	3	3	60	114	46	150	10	156	4
		8%	**	*16%*	**	*4%*	*8%*	*4%*	*4%*	*7%*	*7%*	*12%*	*8%*	*5%*	*8%*	*3%*
				defgh								a				
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	**	26	**	5	57	*	13	29	115	19	122	11	131	2
		7%	**	*12%*	**	*3%*	*10%*	*%*	*16%*	*4%*	*7%*	*5%*	*7%*	*6%*	*7%*	*2%*
				adfh			**dfh**		**acdfh**							
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	**	13	**	*	22	*	1	16	49	4	47	6	53	-
		3%	**	*6%*	**	*%*	*4%*	*%*	*1%*	*2%*	*3%*	*1%*	*3%*	*3%*	*3%*	*-%*
				dfh			d				b					
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	**	1	**	-	22	-	2	4	23	7	29	*	30	-
		1%	**	*%*	**	*-%*	*4%*	*-%*	*3%*	*1%*	*1%*	*2%*	*2%*	*%*	*2%*	*-%*
							bdh		**dh**							
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	**	1	**	-	10	-	-	1	9	3	12	-	12	-
		1%	**	*%*	**	*-%*	*2%*	*-%*	*-%*	*%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*
							h									
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	**	1	**	-	4	-	*	2	7	*	7	*	7	-
		%	**	*%*	**	*-%*	*1%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Industry								Urbanity		Location		Internet connection	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total		2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total		2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3 *%	** **	* *%	** **	- -%	3 *%	- -%	- -%	* *%	2 *%	1 *%	3 *%	- -%	3 *%	- -%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	2 *%	** **	- -%	** **	- -%	2 *%	- -%	- -%	- -%	2 *%	- -%	2 *%	- -%	2 *%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	2 *%	** **	- -%	** **	- -%	2 *%	- -%	- -%	* *%	* *%	2 *1% a	2 *%	- -%	2 *%	- -%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	- -%	** **	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* *%	** **	- -%	** **	- -%	* *%	- -%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	** **	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	- -%	** **	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	** **	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	** **	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	- -%	** **	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	- -%	** **	- -%	** **	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Industry								Urbanity		Location		Internet connection	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total		2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total		2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100		1599	**	139	**	149	412	74	63	686	1296	303	1445	154	1492	107
		80%	**	65%	**	93%	71%	95%	76%	86%	80%	79%	79%	85%	79%	95%
			be		be	begh		begh		beg						a
Net: £100 -<£1000		346	**	72	**	11	124	4	17	105	277	68	318	27	340	6
		17%	**	34%	**	7%	21%	5%	21%	13%	17%	18%	18%	15%	18%	5%
				acdefgh			dfh		dfh	df					b	
Net: £1000 -<£5000		48	**	2	**	-	36	-	2	7	39	9	47	1	48	-
		2%	**	1%	**	-%	6%	-%	3%	1%	2%	2%	3%	*%	3%	-%
							bdfh		d				b			
Net: £5000 -<£10,000		5	**	*	**	-	5	-	-	*	4	1	5	-	5	-
		*%	**	*%	**	-%	1%	-%	-%	*%	*%	*%	*%	-%	*%	-%
							h									
Net: £10,000 - <£25,000		2	**	-	**	-	2	-	-	*	*	2	2	-	2	-
		*%	**	-%	**	-%	*%	-%	-%	*%	*%	1%	*%	-%	*%	-%
												a				
Net: £25,000 <£50,000		-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: £50,000 - <£100,000		-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000		-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2000	**	214	**	160	578	78	83	798	1616	384	1818	182	1888	112
Mean		156.25	**	160.38	**	36.16	322.11	17.53	141.55	83.02	147.28	194.04	163.61	82.60	164.26	21.67
				dfh		f	bdfh		df						b	

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10 (continuation)

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

Base: All

		TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
			Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total		**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Under £10 (under £120 pa)	(5)	**755**	640	55	42	755	-	-	**	**	**	**	**	755	-	755	-	-
		38%	*54%*	*17%*	*9%*	*47%*	-%	-%	**	**	**	**	**	*39%*	-%	*100%*	-%	-%
			bc	c		**bcij**								**bcj**		**bc**		
£10 - £24 (£120 - £299 pa)	(17)	**382**	242	64	71	382	-	-	**	**	**	**	**	382	-	-	382	-
		19%	*21%*	*20%*	*15%*	*24%*	-%	-%	**	**	**	**	**	*20%*	-%	-%	*45%*	-%
			c			**bcij**								**bcj**			**ac**	
£25 - £49 (£300 - £599 pa)	(37)	**240**	122	64	54	240	-	-	**	**	**	**	**	240	-	-	240	-
		12%	*10%*	*20%*	*12%*	*15%*	-%	-%	**	**	**	**	**	*12%*	-%	-%	*28%*	-%
				ac		**bcij**								**bcj**			**ac**	
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	97	58	60	222	-	-	**	**	**	**	**	222	-	-	222	-
		11%	*8%*	*18%*	*13%*	*14%*	-%	-%	**	**	**	**	**	*11%*	-%	-%	*26%*	-%
				a	a	**bcij**								**bcj**			**ac**	
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	47	41	69	-	159	-	**	**	**	**	**	159	-	-	-	159
		8%	*4%*	*13%*	*15%*	-%	*46%*	-%	**	**	**	**	**	*8%*	-%	-%	-%	*40%*
				a	a		**acij**							**acj**				**ab**
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	18	25	89	-	134	-	**	**	**	**	**	134	-	-	-	134
		7%	*1%*	*8%*	*19%*	-%	*39%*	-%	**	**	**	**	**	*7%*	-%	-%	-%	*33%*
				a	**ab**		**acij**							**acj**				**ab**
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	2	14	35	-	53	-	**	**	**	**	**	53	-	-	-	53
		3%	*%*	*4%*	*8%*	-%	*15%*	-%	**	**	**	**	**	*3%*	-%	-%	-%	*13%*
				a	a		**acij**							a				**ab**
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	5	3	21	-	-	30	**	**	**	**	**	-	30	-	-	30
		1%	*%*	*1%*	*5%*	-%	-%	*62%*	**	**	**	**	**	-%	*53%*	-%	-%	*7%*
					ab			**abi**							**abi**			**ab**
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	*	*	11	-	-	12	**	**	**	**	**	-	12	-	-	12
		1%	*%*	*%*	*2%*	-%	-%	*24%*	**	**	**	**	**	-%	*21%*	-%	-%	*3%*
					ab			**abi**							**abi**			**ab**
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	2	*	4	-	-	7	**	**	**	**	**	-	7	-	-	7
		%	*%*	*%*	*1%*	-%	-%	*14%*	**	**	**	**	**	-%	*12%*	-%	-%	*2%*
					a			**abi**							**abi**			**ab**

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

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Table 10 (continuation)

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

Base: All

		TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
			Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total		2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3 *%	* *%	* *%	3 1% a	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	3 6% abci	- -%	- -%	3 1% ab
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	2 *%	- -%	- -%	2 *% a	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	2 4% abi	- -%	- -%	2 1% b
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	2 *%	- -%	- -%	2 *% a	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	2 4% abi	- -%	- -%	2 1% b
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* *%	- -%	- -%	* *%	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	* *%	- -%	- -%	* *%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **	** **	** **	** **	** **	- -%	- -%	- -%	- -%	- -%

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Table 10 (continuation)

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

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa) (400000)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa) (600000)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Net: <£100	1599	1102	241	227	1599	-	-	**	**	**	**	**	1599	-	755	844	-
	80%	94%	74%	49%	100%	-%	-%	**	**	**	**	**	82%	-%	100%	100%	-%
		bc	c		bcij								bcj		c	c	
Net: £100 -<£1000	346	67	80	193	-	346	-	**	**	**	**	**	346	-	-	-	346
	17%	6%	25%	42%	-%	100%	-%	**	**	**	**	**	18%	-%	-%	-%	86%
			a	ab		acij							acj				ab
Net: £1000 -<£5000	48	7	4	36	-	-	48	**	**	**	**	**	-	48	-	-	48
	2%	1%	1%	8%	-%	-%	100%	**	**	**	**	**	-%	87%	-%	-%	12%
				ab			abij							abi			ab
Net: £5000 -<£10,000	5	*	*	5	-	-	-	**	**	**	**	**	-	5	-	-	5
	*%	*%	*%	1%	-%	-%	-%	**	**	**	**	**	-%	9%	-%	-%	1%
				a										abci			ab
Net: £10,000 - <£25,000	2	-	-	2	-	-	-	**	**	**	**	**	-	2	-	-	2
	*%	-%	-%	*%	-%	-%	-%	**	**	**	**	**	-%	4%	-%	-%	1%
				a										abi			b
Net: £25,000 <£50,000	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Net: £50,000 - <£100,000	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Net: >£100,000	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Answered	2000	1177	326	463	1599	346	48	**	**	**	**	**	1945	55	755	844	401
Mean	156.25	43.88	129.19	465.54	22.41	318.66	2091.06	**	**	**	**	**	75.06	3008.1	5.00	37.97	690.00
			a	ab		ai	abi						a	abci		a	ab

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Table 10 (continuation)

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

Base: All

		TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
			Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total		2000	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total		2000	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Under £10 (under £120 pa)	(5)	**755**	458	150	481	72	89	306	477	4	**	**	**	**	**	72	**	**	**	**	**	**	**
		38%	*33%*	*17%*	*32%*	*10%*	*18%*	*26%*	*35%*	*5%*	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
			bdef	d	**bdef**		d	**bde**	**bcd**														
£10 - £24 (£120 - £299 pa)	(17)	**382**	282	179	304	117	104	235	297	5	**	**	**	**	**	115	**	**	**	**	**	**	**
		19%	*20%*	*21%*	*20%*	*16%*	*21%*	*20%*	*22%*	*7%*	**	**	**	**	**	*16%*	**	**	**	**	**	**	**
			d	d	d		d	d	**bcd**														
£25 - £49 (£300 - £599 pa)	(37)	**240**	191	132	199	114	63	166	177	18	**	**	**	**	**	112	**	**	**	**	**	**	**
		12%	*14%*	*15%*	*13%*	*15%*	*13%*	*14%*	*13%*	*25%*	**	**	**	**	**	*16%*	**	**	**	**	**	**	**
										ac													
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	176	134	183	133	84	172	154	16	**	**	**	**	**	128	**	**	**	**	**	**	**
		11%	*13%*	*16%*	*12%*	*18%*	*17%*	*15%*	*11%*	*23%*	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
				ac		**acf**	**ac**			a	a												
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	100	100	126	103	56	120	114	6	**	**	**	**	**	103	**	**	**	**	**	**	**
		8%	*7%*	*12%*	*8%*	*14%*	*11%*	*10%*	*8%*	*8%*	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
				ac		**acf**	**ac**	a															
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	99	84	111	108	66	100	87	11	**	**	**	**	**	102	**	**	**	**	**	**	**
		7%	*7%*	*10%*	*7%*	*15%*	*13%*	*8%*	*6%*	*15%*	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
				ac		**abcf**	**abcf**			a	a	**ab**											
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	43	38	46	42	21	44	36	3	**	**	**	**	**	40	**	**	**	**	**	**	**
		3%	*3%*	*4%*	*3%*	*6%*	*4%*	*4%*	*3%*	*4%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
						acf					**ab**	a											
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	17	23	27	23	4	21	17	5	**	**	**	**	**	18	**	**	**	**	**	**	**
		1%	*1%*	*3%*	*2%*	*3%*	*1%*	*2%*	*1%*	*7%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
				ae		**ace**				a	a												
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	7	9	9	11	5	7	6	*	**	**	**	**	**	10	**	**	**	**	**	**	**
		1%	*%*	*1%*	*1%*	*2%*	*1%*	*1%*	*%*	*1%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
						acf					a												
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	6	5	7	7	2	5	4	-	**	**	**	**	**	5	**	**	**	**	**	**	**
		%	*%*	*1%*	*%*	*1%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
												abc											

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

		TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
			Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total		**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total		**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	2	3	3	1	1	3	2	*	**	**	**	**	**	1	**	**	**	**	**	**	**
		***%**	*%	*%	*%	*%	*%	*%	*%	*1%*	**	**	**	**	**	*%	**	**	**	**	**	**	**
											a												
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	-	2	2	2	-	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
		***%**	-%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
						a						**abc**											
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**2**	*	2	2	2	*	*	-	2	**	**	**	**	**	*	**	**	**	**	**	**	**
		***%**	*%	*%	*%	*%	*%	*%	-%	*3%*	**	**	**	**	**	*%	**	**	**	**	**	**	**
										a													
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	*	*	*	*	*	*	*	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		***%**	*%	*%	*%	*%	*%	*%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
											a												
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
			Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total		**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total		**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know		**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Net: <£100		**1599**	1107	596	1168	436	340	879	1105	43	**	**	**	**	**	428	**	**	**	**	**	**	**
		80%	*80%*	*69%*	*78%*	*59%*	*69%*	*74%*	*81%*	*61%*	**	**	**	**	**	*61%*	**	**	**	**	**	**	**
			bdef	d	**bdef**		d	**bde**	**bcd**	**cd**													
Net: £100 -<£1000		**346**	241	222	283	253	143	264	237	20	**	**	**	**	**	245	**	**	**	**	**	**	**
		17%	*17%*	*26%*	*19%*	*34%*	*29%*	*22%*	*17%*	*28%*	**	**	**	**	**	*35%*	**	**	**	**	**	**	**
				ac		**abcef**	**acf**	**ac**		a	**ab**	**ab**											
Net: £1000 -<£5000		**48**	30	37	43	41	11	33	27	6	**	**	**	**	**	33	**	**	**	**	**	**	**
		2%	*2%*	*4%*	*3%*	*6%*	*2%*	*3%*	*2%*	*8%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
				ace		**acef**				a	a	a											
Net: £5000 -<£10,000		**5**	2	5	5	3	1	3	2	*	**	**	**	**	**	1	**	**	**	**	**	**	**
		%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
											a	**ab**											
Net: £10,000 - <£25,000		**2**	*	2	2	2	*	*	-	2	**	**	**	**	**	*	**	**	**	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	-%	*3%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
										a	a												
Net: £25,000 <£50,000		**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Net: >£100,000		**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Answered		**2000**	1381	862	1501	735	496	1180	1372	71	**	**	**	**	**	707	**	**	**	**	**	**	**
Mean		**156.25**	142.66	270.91	184.49	330.80	196.67	175.21	124.5	654.0	**	**	**	**	**	249.6	**	**	**	**	**	**	**
				acf		**acef**	a			a	a	a											

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10 (continuation)

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

Base: All

		TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
			Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total		2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total		2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Under £10 (under £120 pa)	(5)	**755**	290	145	44	2	**	63	8	1	*	**	28	**	41	726	27
		38%	*61%*	*37%*	*11%*	*1%*	**	*25%*	*5%*	*1%*	*%*	**	*6%*	**	*21%*	*41%*	*12%*
			bcd	**cd**	d			**bcd**	**cd**						**ab**	b	
£10 - £24 (£120 - £299 pa)	(17)	**382**	85	102	103	14	**	80	33	4	-	**	62	**	42	349	32
		19%	*18%*	*26%*	*24%*	*7%*	**	*31%*	*21%*	*2%*	*-%*	**	*13%*	**	*21%*	*20%*	*14%*
			d	**ad**	**ad**			**bcd**	**cd**					a	a		
£25 - £49 (£300 - £599 pa)	(37)	**240**	38	58	79	22	**	31	49	25	8	**	73	**	35	216	24
		12%	*8%*	*15%*	*19%*	*11%*	**	*12%*	*31%*	*14%*	*6%*	**	*15%*	**	*17%*	*12%*	*11%*
				a	**ad**				**acd**	d							
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	24	38	75	46	**	41	31	40	21	**	92	**	32	191	31
		11%	*5%*	*10%*	*18%*	*23%*	**	*16%*	*20%*	*23%*	*15%*	**	*19%*	**	*16%*	*11%*	*14%*
				a	**ab**	**ab**											
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	16	15	68	20	**	19	16	51	17	**	78	**	20	121	39
		8%	*3%*	*4%*	*16%*	*10%*	**	*8%*	*10%*	*29%*	*12%*	**	*16%*	**	*10%*	*7%*	*17%*
					abd	**ab**				**abd**			c				a
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	16	18	30	45	**	16	20	41	28	**	80	**	24	94	39
		7%	*3%*	*5%*	*7%*	*22%*	**	*6%*	*12%*	*24%*	*20%*	**	*16%*	**	*12%*	*5%*	*17%*
					a	**abc**			a	**ab**	a						a
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	5	3	10	25	**	4	1	6	29	**	31	**	6	37	16
		3%	*1%*	*1%*	*2%*	*13%*	**	*2%*	*1%*	*4%*	*21%*	**	*6%*	**	*3%*	*2%*	*7%*
						abc					**abc**		c				a
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	*	2	10	14	**	1	1	5	17	**	21	**	1	19	11
		1%	*%*	*1%*	*2%*	*7%*	**	*%*	*%*	*3%*	*12%*	**	*4%*	**	*1%*	*1%*	*5%*
					ab	**abc**				a	**abc**		c				a
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	-	4	*	5	**	-	-	*	8	**	11	**	*	10	2
		1%	*-%*	*1%*	*%*	*3%*	**	*-%*	*-%*	*%*	*6%*	**	*2%*	**	*%*	*1%*	*1%*
				ac		**ac**					**abc**		c				

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10 (continuation)

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

Base: All

		TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
			Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total		2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total		2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	7 *%	- -%	4 1%	* *%	3 1% ac	** **	- -%	* *%	2 1%	5 3% ab	** **	7 1%	** **	* *%	3 *%	4 2% a
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3 *%	2 *%	- -%	* *%	1 *%	** **	- -%	- -%	- -%	1 1%	** **	1 *%	** **	- -%	3 *%	* *%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	2 *%	- -%	* *%	- -%	2 1% ac	** **	- -%	- -%	* *%	2 1%	** **	2 *%	** **	- -%	2 *%	* *%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	2 *%	- -%	- -%	- -%	2 1% abc	** **	- -%	- -%	- -%	2 1%	** **	2 *%	** **	* *%	2 *%	- -%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* *%	- -%	- -%	- -%	* *%	** **	- -%	- -%	- -%	- -%	** **	* *%	** **	- -%	- -%	* *%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10 (continuation)

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

Base: All

		TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
			Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total		**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total		**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Don't know		**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Net: <£100		**1599**	437	343	301	84	**	215	122	70	30	**	255	**	150	1483	115
		80%	*92%*	*88%*	*72%*	*42%*	**	*84%*	*76%*	*40%*	*22%*	**	*52%*	**	*75%*	*84%*	*51%*
			cd	**cd**	d			**bcd**	**cd**	d					a	b	
Net: £100-<£1000		**346**	37	36	108	90	**	40	37	98	73	**	190	**	49	252	94
		17%	*8%*	*9%*	*26%*	*45%*	**	*16%*	*23%*	*56%*	*53%*	**	*39%*	**	*24%*	*14%*	*42%*
					ab	**abc**				**ab**	**ab**		c				a
Net: £1000-<£5000		**48**	*	10	10	22	**	1	1	7	29	**	39	**	2	31	17
		2%	*%*	*2%*	*2%*	*11%*	**	*%*	*1%*	*4%*	*21%*	**	*8%*	**	*1%*	*2%*	*8%*
				a	a	**abc**				**ab**	**abc**		c				a
Net: £5000-<£10,000		**5**	2	*	*	3	**	-	-	*	3	**	3	**	-	5	1
		%	*%*	*%*	*%*	*1%*	**	-%	-%	*%*	*2%*	**	*1%*	**	-%	*%*	*%*
						bc					**abc**						
Net: £10,000 - <£25,000		**2**	-	-	-	2	**	-	-	-	2	**	2	**	*	2	*
		%	-%	-%	-%	*1%*	**	-%	-%	-%	*1%*	**	*%*	**	*%*	*%*	*%*
						abc											
Net: £25,000 <£50,000		**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Net: £50,000 - <£100,000	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Net: >£100,000	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Answered	**2000**	476	388	421	201	**	256	160	174	137	**	489	**	201	1772	226
Mean	**156.25**	63.24	119.88	137.14 a	690.70 **abc**	**	72.81	105.26	266.57 **ab**	1082.52 **abc**	**	431.21 c	**	124.54	131.79	349.20 a

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

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

		TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total		**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total		**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Under £10 (under £120 pa)	(5)	**755**	471	10	55	17	470	11	55	17	74	430	20	**
		38%	*32%*	*20%*	*11%*	*7%*	*33%* b	*16%*	*11%*	*7%*	*23%* c	*33%* ac	*14%*	**
£10 - £24 (£120 - £299 pa)	(17)	**382**	291	14	88	29	289	15	88	29	63	262	22	**
		19%	*20%*	*27%*	*18%* b	*12%*	*20%*	*22%*	*18%* b	*11%*	*20%*	*20%*	*15%*	**
£25 - £49 (£300 - £599 pa)	(37)	**240**	194	4	83	31	192	6	84	29	54	177	16	**
		12%	*13%*	*9%*	*17%*	*13%*	*13%*	*9%*	*17%*	*12%*	*17%* c	*14%*	*11%*	**
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	177	7	92	41	175	8	88	45	58	158	29	**
		11%	*12%*	*13%*	*19%*	*17%*	*12%*	*12%*	*18%*	*18%*	*18%* b	*12%*	*20%* b	**
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	123	3	57	46	121	5	55	48	31	99	17	**
		8%	*8%*	*7%*	*12%*	*19%* a	*8%*	*8%*	*11%*	*19%* a	*10%*	*8%*	*12%* b	**
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	105	5	64	43	100	11	63	45	25	96	22	**
		7%	*7%*	*11%*	*13%*	*18%*	*7%*	*16%* a	*13%*	*18%*	*8%*	*7%*	*15%* ab	**
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	39	7	28	13	35	11	28	14	9	37	6	**
		3%	*3%*	*13%* a	*6%*	*6%*	*2%*	*15%* a	*6%*	*6%*	*3%*	*3%*	*4%*	**
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	27	*	9	13	27	*	11	12	6	13	8	**
		1%	*2%*	*%*	*2%*	*5%* a	*2%*	*%*	*2%*	*5%*	*2%*	*1%*	*5%* ab	**
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	9	-	9	2	9	-	7	4	2	7	2	**
		1%	*1%*	*-%*	*2%*	*1%*	*1%*	*-%*	*1%*	*2%*	*1%*	*1%*	*2%*	**
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	7	*	3	4	7	*	3	4	*	6	4	**
		%	*%*	*%*	*1%*	*2%*	*%*	*%*	*1%*	*2%*	*%*	*%*	*3%* ab	**

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

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

		TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total		**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total		**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3** ***%**	3 *%	* *%	- -%	1 *1%*	3 *%	* *%	- -%	1 *1%*	* *%	2 *%	* *%	** **
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2** ***%**	2 *%	- -%	2 *%	* *%	2 *%	* *%	2 *%	* *%	- -%	- -%	- -%	** **
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**2** ***%**	2 *%	- -%	2 *%	* *%	2 *%	- -%	2 *%	* *%	* *%	* *%	- -%	** **
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	***** ***%**	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	** **
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**-** **-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-** **-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-** **-%**	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **

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

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

		TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total		**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total		**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Net: <£100		**1599**	1133	35	317	119	1127	41	316	120	249	1028	86	**
		80%	*78%*	*69%*	*64%*	*49%*	*79%*	*60%*	*65%*	*48%*	*77%*	*80%*	*59%*	**
					b		b		b		c	c		
Net: £100 -<£1000		**346**	267	15	150	103	256	27	146	107	65	232	45	**
		17%	*18%*	*31%*	*30%*	*42%*	*18%*	*39%*	*30%*	*43%*	*20%*	*18%*	*31%*	**
				a		a		a		a			**ab**	
Net: £1000 -<£5000		**48**	42	*	21	19	42	*	21	20	8	26	14	**
		2%	*3%*	*%*	*4%*	*8%*	*3%*	*%*	*4%*	*8%*	*3%*	*2%*	*9%*	**
						a				a			**ab**	
Net: £5000 -<£10,000		**5**	5	*	2	1	5	*	2	1	*	2	*	**
		%	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	**
Net: £10,000 - <£25,000		**2**	2	-	2	*	2	-	2	*	*	*	*	**
		%	*%*	-%	*%*	*%*	*%*	-%	*%*	*%*	*%*	*%*	*%*	**
Net: £25,000 <£50,000		**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Net: >£100,000		**-**	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Answered		**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	**
Mean		**156.25**	184.34	188.84	308.41	376.19	182.10	234.31	304.21	382.83	148.90	141.78	369.78	**
													ab	

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

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

		TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total		2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total		2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Under £10 (under £120 pa)	(5)	**755**	37	132	4	**	42	44	2	**	447	148	60	381	254	**
		38%	*13%*	*18%*	*4%*	**	*8%*	*10%*	*1%*	**	*33%*	*18%*	*10%*	*32%*	*28%*	**
			c	c			c	c			**bc**	c		**bc**	c	
£10 - £24 (£120 - £299 pa)	(17)	**382**	70	149	20	**	88	74	15	**	270	175	90	238	193	**
		19%	*25%*	*20%*	*18%*	**	*17%*	*16%*	*9%*	**	*20%*	*21%*	*15%*	*20%*	*21%*	**
							c	c			c	c		c	c	
£25 - £49 (£300 - £599 pa)	(37)	**240**	45	109	15	**	82	65	23	**	184	129	93	158	133	**
		12%	*16%*	*15%*	*13%*	**	*15%*	*14%*	*13%*	**	*14%*	*15%*	*16%*	*13%*	*15%*	**
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	39	117	11	**	98	89	33	**	171	128	113	149	110	**
		11%	*14%*	*16%*	*10%*	**	*18%*	*19%*	*19%*	**	*13%*	*15%*	*19%*	*13%*	*12%*	**
													ab			**ab**
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	36	87	16	**	78	70	37	**	97	97	83	98	84	**
		8%	*13%*	*12%*	*15%*	**	*15%*	*15%*	*21%*	**	*7%*	*12%*	*14%*	*8%*	*9%*	**
												a	a			**ab**
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	28	78	17	**	76	66	30	**	94	80	76	89	80	**
		7%	*10%*	*11%*	*16%*	**	*14%*	*14%*	*17%*	**	*7%*	*10%*	*13%*	*8%*	*9%*	**
												a	**ab**			a
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	14	29	6	**	35	21	9	**	39	35	33	31	22	**
		3%	*5%*	*4%*	*6%*	**	*7%*	*5%*	*5%*	**	*3%*	*4%*	*6%*	*3%*	*2%*	**
													a			**ab**
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	8	15	11	**	11	16	12	**	17	23	22	18	22	**
		1%	*3%*	*2%*	*10%*	**	*2%*	*3%*	*7%*	**	*1%*	*3%*	*4%*	*2%*	*2%*	**
					ab				a			a	a			
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	3	9	5	**	9	7	8	**	7	9	10	9	7	**
		1%	*1%*	*1%*	*4%*	**	*2%*	*2%*	*5%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**
					ab				**ab**				a			
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	1	5	2	**	6	3	4	**	6	5	3	6	6	**
		%	*%*	*1%*	*2%*	**	*1%*	*1%*	*2%*	**	*%*	*1%*	*%*	*%*	*1%*	**
																ab

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total		2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total		2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3 *%	* *%	3 *%	* *%	** **	1 *%	* *%	* *%	** **	2 *%	3 *%	1 *%	1 *%	* *%	** **
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	2 *%	- -%	2 *%	* *%	** **	- -%	2 *%	* *%	** **	- -%	2 *%	2 *% a	2 *%	2 *%	** **
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	2 *%	2 1%	2 *%	2 2% b	** **	2 *%	2 *%	2 1%	** **	* *%	2 *%	2 *% a	* *%	* *%	** ** ab
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* *%	* *%	- -%	* *%	** **	* *%	- -%	- -%	** **	* *%	* *%	- -%	* *%	- -%	** **
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total		2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total		2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: <£100		1599	191	507	50	**	310	272	72	**	1074	580	357	925	689	**
		80%	68%	69%	45%	**	59%	59%	41%	**	80%	69%	61%	78%	75%	**
			c	c			c	c			bc	c		c	c	
Net: £100 -<£1000		346	78	193	40	**	190	157	76	**	230	212	192	218	186	**
		17%	28%	26%	36%	**	36%	34%	44%	**	17%	25%	33%	18%	20%	**
					b				b			a	ab			ab
Net: £1000 -<£5000		48	12	29	18	**	26	26	24	**	30	37	34	33	36	**
		2%	4%	4%	16%	**	5%	6%	14%	**	2%	4%	6%	3%	4%	**
					ab				ab			a	a			ab
Net: £5000 -<£10,000		5	*	5	*	**	1	2	1	**	2	5	3	3	2	**
		*%	*%	1%	*%	**	*%	*%	*%	**	*%	1%	1%	*%	*%	**
Net: £10,000 - <£25,000		2	2	2	2	**	2	2	2	**	*	2	2	*	*	**
		*%	1%	*%	2%	**	*%	*%	1%	**	*%	*%	*%	*%	*%	**
					b								a			ab
Net: £25,000 <£50,000		-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: £50,000 - <£100,000		-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: >£100,000		-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Answered		2000	283	736	110	**	529	459	175	**	1336	835	587	1180	914	**
Mean		156.25	289.20	277.46	722.06	**	331.77	337.51	611.00	**	140.61	271.82	330.35	165.41	191.18	**
					ab				ab			a	a			ab

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

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

		TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total		2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total		2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Under £10 (under £120 pa)	(5)	**755**	35	22	30	2	4	372	253	17	**	**	**	669	476	673	463	712
		38%	*9%*	*7%*	*8%*	*2%*	*4%*	*32%*	*27%*	*22%*	**	**	**	*36%*	*32%*	*36%*	*31%*	*37%*
			d		d			b		c				**bd**		**bd**		**bd**
£10 - £24 (£120 - £299 pa)	(17)	**382**	55	50	54	10	*	218	188	13	**	**	**	356	296	357	295	377
		19%	*14%*	*17%*	*15%*	*10%*	*%*	*19%*	*20%*	*17%*	**	**	**	*19%*	*20%*	*19%*	*20%*	*19%*
			e	e	e	e												
£25 - £49 (£300 - £599 pa)	(37)	**240**	69	45	67	15	10	148	141	15	**	**	**	235	197	236	201	233
		12%	*17%*	*16%*	*19%*	*16%*	*11%*	*13%*	*15%*	*20%*	**	**	**	*13%*	*13%*	*13%*	*13%*	*12%*
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	68	52	71	18	23	149	133	9	**	**	**	216	194	216	185	218
		11%	*17%*	*18%*	*20%*	*18%*	*26%*	*13%*	*14%*	*11%*	**	**	**	*12%*	*13%*	*12%*	*12%*	*11%*
							a					a						
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	64	41	41	14	15	118	87	8	**	**	**	147	121	149	141	159
		8%	*16%*	*14%*	*12%*	*14%*	*17%*	*10%*	*9%*	*10%*	**	**	**	*8%*	*8%*	*8%*	*9%*	*8%*
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	62	37	43	16	15	85	79	7	**	**	**	119	108	119	124	134
		7%	*16%*	*13%*	*12%*	*16%*	*18%*	*7%*	*8%*	*9%*	**	**	**	*6%*	*7%*	*6%*	*8%*	*7%*
																	ac	
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	19	15	24	5	3	26	20	1	**	**	**	52	42	52	44	53
		3%	*5%*	*5%*	*7%*	*5%*	*4%*	*2%*	*2%*	*2%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	12	14	6	10	7	18	20	5	**	**	**	28	28	30	29	27
		1%	*3%*	*5%*	*2%*	*10%*	*8%*	*2%*	*2%*	*7%*	**	**	**	*1%*	*2%*	*2%*	*2%*	*1%*
				c		**ac**	**ac**											
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	6	5	9	6	6	9	7	*	**	**	**	12	9	12	12	12
		1%	*2%*	*2%*	*3%*	*6%*	*7%*	*1%*	*1%*	*%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
						ab	**abc**											
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	6	6	4	2	2	6	6	-	**	**	**	7	5	7	7	7
		%	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*-%*	**	**	**	*%*	*%*	*%*	*%*	*%*

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

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Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10 (continuation)

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

Base: All

		TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total		2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total		2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	*	-	1	-	-	3	*	*	**	**	**	3	3	3	3	3
		***%**	*%	-%	*%	-%	-%	*%	*%	*%	**	**	**	*%	*%	*%	*%	*%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	2	2	*	*	-	2	2	-	**	**	**	2	*	2	*	2
		***%**	*%	*1%*	*%	*%	-%	*%	*%	-%	**	** a	**	*%	*%	*%	*%	*%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**2**	2	2	2	-	2	2	*	-	**	**	**	2	2	2	2	2
		***%**	*%	*1%*	*1%*	-%	*2%*	*%	*%	-%	**	** a	**	*%	*%	*%	*%	*%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	*	-	-	-	-	-	*	-	-	**	**	**	*	*	*	*	*
		***%**	-%	-%	-%	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	*%	*%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%

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

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

		TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total		**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total		**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Net: <£100		**1599**	227	169	222	44	36	886	714	54	**	**	**	1476	1163	1481	1145	1540
		80%	*57%*	*58%*	*63%*	*46%*	*42%*	*77%*	*76%*	*71%*	**	**	**	*80%*	*79%*	*80%*	*76%*	*79%*
			e	**de**	**de**					c				d		d		d
Net: £100 -<£1000		**346**	144	93	108	34	33	229	186	16	**	**	**	318	271	320	309	345
		17%	*36%*	*32%*	*31%*	*36%*	*38%*	*20%*	*20%*	*21%*	**	**	**	*17%*	*18%*	*17%*	*21%*	*18%*
																	ace	
Net: £1000 -<£5000		**48**	24	25	19	18	15	32	34	6	**	**	**	46	42	48	48	46
		2%	*6%*	*9%*	*5%*	*19%*	*18%*	*3%*	*4%*	*8%*	**	**	**	*2%*	*3%*	*3%*	*3%*	*2%*
						abc	**abc**											
Net: £5000 -<£10,000		**5**	2	2	1	*	-	5	2	*	**	**	**	5	3	5	3	5
		%	*1%*	*1%*	*%*	*%*	-%	*%*	*%*	*%*	**	**	**	*%*	*%*	*%*	*%*	*%*
												a						
Net: £10,000 - <£25,000		**2**	2	2	2	-	2	2	*	-	**	**	**	2	2	2	2	2
		%	*%*	*1%*	*1%*	-%	*2%*	*%*	*%*	-%	**	**	**	*%*	*%*	*%*	*%*	*%*
												a						
Net: £25,000 <£50,000		**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Net: £50,000 - <£100,000		**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Net: >£100,000		**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Answered		**2000**	400	291	352	97	87	1154	937	76	**	**	**	1847	1481	1857	1507	1939
Mean		**156.25**	386.90	463.12	352.91	534.97	790.91	194.34	183.26	221.93	**	**	**	162.80	168.87	163.73	182.01	159.07
							ac					a						

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10 (continuation)

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

Base: All

		TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total		2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total		2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Under £10 (under £120 pa)	(5)	**755**	337	675	97	**	635	29	88	647	45	**	6	46	15	626	109
		38%	*30%*	*36%*	*24%*	**	*40%*	*36%*	*27%*	*41%*	*12%*	**	*6%*	*14%*	*7%*	*43%*	*34%*
			c	**ac**						a				a		**ac**	a
£10 - £24 (£120 - £299 pa)	(17)	**382**	237	361	91	**	301	14	58	297	59	**	14	54	29	289	63
		19%	*21%*	*19%*	*22%*	**	*19%*	*17%*	*18%*	*19%*	*16%*	**	*15%*	*17%*	*13%*	*20%*	*20%*
																a	a
£25 - £49 (£300 - £599 pa)	(37)	**240**	157	233	59	**	185	11	47	183	45	**	17	36	22	174	44
		12%	*14%*	*13%*	*14%*	**	*12%*	*14%*	*14%*	*12%*	*12%*	**	*17%*	*11%*	*10%*	*12%*	*14%*
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	124	212	48	**	171	4	34	179	59	**	11	54	39	135	48
		11%	*11%*	*11%*	*12%*	**	*11%*	*5%*	*10%*	*11%*	*16%*	**	*11%*	*16%*	*17%*	*9%*	*15%*
															b		b
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	103	151	42	**	116	8	35	116	57	**	13	52	35	100	25
		8%	*9%*	*8%*	*10%*	**	*7%*	*10%*	*11%*	*7%*	*15%*	**	*13%*	*16%*	*16%*	*7%*	*8%*
									b						**bc**		
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	84	125	42	**	97	8	32	87	59	**	17	49	27	90	17
		7%	*8%*	*7%*	*10%*	**	*6%*	*10%*	*10%*	*6%*	*16%*	**	*17%*	*15%*	*12%*	*6%*	*5%*
					b				b						**bc**		
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	35	50	9	**	34	2	7	40	21	**	8	15	26	20	6
		3%	*3%*	*3%*	*2%*	**	*2%*	*3%*	*2%*	*3%*	*6%*	**	*9%*	*5%*	*12%*	*1%*	*2%*
															bc		
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	18	30	8	**	23	2	12	17	12	**	7	12	14	10	5
		1%	*2%*	*2%*	*2%*	**	*1%*	*2%*	*4%*	*1%*	*3%*	**	*7%*	*3%*	*6%*	*1%*	*2%*
									b						**bc**		
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	7	11	6	**	9	*	7	3	6	**	-	7	9	3	-
		1%	*1%*	*1%*	*2%*	**	*1%*	*%*	*2%*	*%*	*2%*	**	*-%*	*2%*	*4%*	*%*	*-%*
					b				b						**bc**		
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	1	7	*	**	5	-	5	1	2	**	4	*	4	*	2
		%	*%*	*%*	*%*	**	*%*	*-%*	*2%*	*%*	*1%*	**	*4%*	*%*	*2%*	*%*	*1%*
									b				b		b		b

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

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Table 10 (continuation)

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

Base: All

		TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total		2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total		2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3 *%	3 *%	2 *%	2 1%	** **	3 *%	- -%	1 *%	2 *%	3 1%	** **	1 1%	2 1%	2 1% b	1 *%	- -%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	2 *%	* *%	2 *%	- -%	** **	* *%	2 2% a	2 1% b	- -%	2 1%	** **	- -%	2 1%	2 1% b	- -%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	2 *%	2 *%	2 *%	2 *%	** **	2 *%	- -%	* *%	2 *%	- -%	** **	- -%	* *%	- -%	2 *%	- -%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* *%	* *%	* *%	* *%	** **	- -%	- -%	* *%	- -%	* *%	** **	* *%	- -%	* *%	- -%	- -%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%

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

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		TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total		2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total		2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
£300,000 - £499,999 (£3 ,600,000 - £5 ,999,999 pa)	(400000)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Don't know		-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Net: <£100		1599	855	1481	295	**	1291	58	228	1305	207	**	48	190	105	1225	264
		80%	77%	80% c	73%	**	82% b	72%	69%	83% a	56%	**	49%	58%	47%	84% a	83% a
Net: £100 -<£1000		346	222	326	93	**	247	18	74	243	136	**	38	117	88	210	48
		17%	20%	18%	23% b	**	16%	23%	22% b	15%	37%	**	39%	35%	39% bc	14%	15%
Net: £1000 -<£5000		48	26	47	14	**	36	2	24	21	21	**	11	19	28	13	7
		2%	2%	3%	4%	**	2%	3%	7% b	1%	6%	**	11%	6%	12% bc	1%	2%
Net: £5000 -<£10,000		5	3	4	2	**	3	2	3	2	5	**	1	4	4	1	-
		*%	*%	*%	1%	**	*%	2% a	1% b	*%	1%	**	1%	1%	2% bc	*%	-%
Net: £10,000 - <£25,000		2	2	2	2	**	2	-	*	2	*	**	*	*	*	2	-
		*%	*%	*%	*%	**	*%	-%	*%	*%	*%	**	*%	*%	*%	*%	-%
Net: £25,000 <£50,000		-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Net: £50,000 - <£100,000		-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Net: >£100,000		-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Answered		2000	1107	1862	406	**	1579	81	329	1574	369	**	98	330	224	1452	318
Mean		196.25	168.80	160.80	250.51 b	**	140.60	334.86 a	335.31 b	116.44	361.08	**	502.79	337.66	588.41 bc	99.02	114.84

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

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

		TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
			Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	c	a	b
Unweighted total		**2000**	239	117	1621	1100	900
Weighted total		**2000**	269	135	1579	1075	925
Under £10 (under £120 pa)	(5)	**755**	47	39	666	389	366
		38%	*17%*	*29%*	*42%*	*36%*	*40%*
				a	**ab**		
£10 - £24 (£120 - £299 pa)	(17)	**382**	39	18	322	218	164
		19%	*14%*	*13%*	*20%*	*20%*	*18%*
					a		
£25 - £49 (£300 - £599 pa)	(37)	**240**	34	16	184	139	102
		12%	*13%*	*12%*	*12%*	*13%*	*11%*
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	40	10	172	120	103
		11%	*15%*	*7%*	*11%*	*11%*	*11%*
			b				
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	32	13	111	84	76
		8%	*12%*	*10%*	*7%*	*8%*	*8%*
			c				
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	33	19	81	77	57
		7%	*12%*	*14%*	*5%*	*7%*	*6%*
			c	c			
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	18	9	25	26	27
		3%	*7%*	*7%*	*2%*	*2%*	*3%*
			c	c			
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	16	3	11	13	16
		1%	*6%*	*2%*	*1%*	*1%*	*2%*
			c				
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	3	4	5	5	7
		1%	*1%*	*3%*	**%*	**%*	*1%*
				c			
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	4	*	2	4	3
		****%***	*2%*	**%*	**%*	**%*	**%*
			c				

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

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

		TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
			Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	c	a	b
Unweighted total		**2000**	239	117	1621	1100	900
Weighted total		**2000**	269	135	1579	1075	925
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3** ***%**	1 *%*	2 *1%* c	1 *%*	1 *%*	2 *%*
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2** ***%**	* *%*	2 *1%* c	- -%	- -%	2 *%*
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**2** ***%**	2 *1%* c	- -%	* *%*	2 *%*	* *%*
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* ***%**	* *%*	- -%	- -%	* *%*	- -%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-** **-%**	- -%	- -%	- -%	- -%	- -%

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

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

		TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
			Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	c	a	b
Unweighted total		**2000**	239	117	1621	1100	900
Weighted total		**2000**	269	135	1579	1075	925
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	**-** ***-%***	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
£500,000+ (£6,000,000+ pa)	(600000)	**-** ***-%***	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
Don't know		**-** ***-%***	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
Net: <£100		**1599** ***80%***	160 *59%*	83 *61%*	1343 *85%* **ab**	865 *80%*	734 *79%*
Net: £100 -<£1000		**346** ***17%***	84 *31%* c	41 *31%* c	217 *14%*	186 *17%*	160 *17%*
Net: £1000 -<£5000		**48** ***2%***	23 *8%* c	7 *5%* c	18 *1%*	22 *2%*	26 *3%*
Net: £5000 -<£10,000		**5** ***%***	1 *%*	4 *3%* **ac**	1 *%*	1 *%*	5 *%*
Net: £10,000 - <£25,000		**2** ***%***	2 *1%* c	- *-%*	* *%*	2 *%*	* *%*
Net: £25,000 <£50,000		**-** ***-%***	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
Net: £50,000 - <£100,000		**-** ***-%***	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
Net: >£100,000		**-** ***-%***	- *-%*	- *-%*	- *-%*	- *-%*	- *-%*
Answered		**2000**	269	135	1579	1075	925
Mean		**156.25**	418.21 c	456.94 c	86.75	145.37	168.90

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10 (continuation)

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

Base: All

		TOTAL	Month											
			Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total		**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Under £10 (under £120 pa)	(5)	**755**	60	63	61	46	47	35	54	58	123	54	103	51
		38%	*33%*	*38%*	*40%*	*22%*	*26%*	*30%*	*46%*	*40%*	*52%*	*31%*	*52%*	*40%*
			d	**de**	**de**				**adefj**	**de**	**abcdefhjl**	d	**abcdefhjl**	**de**
£10 - £24 (£120 - £299 pa)	(17)	**382**	33	35	21	40	40	26	15	29	37	42	33	31
		19%	*18%*	*21%*	*14%*	*19%*	*23%*	*22%*	*12%*	*20%*	*16%*	*24%*	*17%*	*24%*
							cg	g				**cgi**		**cgi**
£25 - £49 (£300 - £599 pa)	(37)	**240**	14	13	25	34	24	10	13	21	28	32	12	14
		12%	*8%*	*8%*	*17%*	*16%*	*13%*	*9%*	*11%*	*15%*	*12%*	*18%*	*6%*	*11%*
					abk	**abk**	k			k		**abfk**		
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	31	13	15	28	22	15	11	19	18	18	25	8
		11%	*17%*	*8%*	*10%*	*14%*	*12%*	*13%*	*9%*	*13%*	*8%*	*10%*	*13%*	*6%*
			bcgil			**il**								
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	21	14	16	26	15	10	10	7	14	11	11	4
		8%	*12%*	*8%*	*10%*	*12%*	*8%*	*9%*	*9%*	*5%*	*6%*	*6%*	*5%*	*4%*
			hikl		l	**hijkl**								
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	13	16	9	22	13	12	6	5	11	7	4	14
		7%	*7%*	*10%*	*6%*	*11%*	*8%*	*10%*	*5%*	*4%*	*5%*	*4%*	*2%*	*11%*
			k	**jk**	k	**hijk**	k	**hjk**						**hijk**
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	5	7	1	4	7	3	2	*	2	9	10	3
		3%	*3%*	*4%*	*1%*	*2%*	*4%*	*2%*	*2%*	*%*	*1%*	*5%*	*5%*	*2%*
				ch			**ch**					**chi**	**chi**	
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	2	3	4	3	4	3	2	2	3	1	*	3
		1%	*1%*	*2%*	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	*%*	*2%*
					k									
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	*	2	-	*	2	2	4	-	*	-	*	-
		1%	*%*	*1%*	*-%*	*%*	*1%*	*2%*	*3%*	*-%*	*%*	*-%*	*%*	*-%*
								d	**acdhijkl**					
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	-	-	*	4	2	1	-	*	-	-	-	*
		%	*-%*	*-%*	*%*	*2%*	*1%*	*1%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*
						i								
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	*	-	1	-	2	-	*	*	-	*	-	-
		%	*%*	*-%*	*%*	*-%*	*1%*	*-%*	*%*	*%*	*-%*	*%*	*-%*	*-%*

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 10 (continuation)

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

Base: All

		TOTAL	Month											
			Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total		**2000**	179	168	152	207	177	116	119	144	237	174	198	128
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	*	2	-	-	-	-	-	-	-	-	-	-
		***%**	*%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**2**	-	-	-	*	-	-	*	2	-	-	-	-
		***%**	-%	-%	-%	*%	-%	-%	*%	*1%*	-%	-%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	*	-	-	-	-	*	-	-	-	-	-	-	-
		***%**	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Net: <£100	**1599**	138	124	122	148	132	86	94	127	206	146	173	104
	80%	*77%*	*74%*	*80%*	*72%*	*75%*	*74%*	*79%*	*88%*	*87%*	*84%*	*87%*	*81%*
									abdefg	**abdefg**	**bdef**	**abdefg**	d
Net: £100 -<£1000	**346**	39	37	26	52	35	25	19	12	28	27	24	21
	17%	*22%*	*22%*	*17%*	*25%*	*20%*	*21%*	*16%*	*9%*	*12%*	*15%*	*12%*	*17%*
		hik	**hik**	h	**cghijk**	**hi**	**hik**						h
Net: £1000 -<£5000	**48**	2	5	4	7	8	6	6	3	3	1	1	3
	2%	*1%*	*3%*	*3%*	*3%*	*5%*	*5%*	*5%*	*2%*	*1%*	*1%*	**%*	*2%*
					k	**ijk**	**ijk**	**aijk**					
Net: £5000 -<£10,000	**5**	*	2	1	-	2	-	*	*	-	*	-	-
	****%***	**%*	*1%*	**%*	*-%*	*1%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	*-%*
Net: £10,000 - <£25,000	**2**	-	-	-	*	*	-	*	2	-	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*1%*	*-%*	*-%*	*-%*	*-%*
Net: £25,000 <£50,000	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: £50,000 - <£100,000	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: >£100,000	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Mean	**156.25**	119.33	248.08	125.17	191.15	264.12	198.05	197.04	242.12	68.75	99.76	77.02	107.53
			ik		**ik**	**aijk**	**ijk**	**ik**					

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

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

		TOTAL	Quarter			
			Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%			a	b	c	d
Unweighted total		**2000**	500	500	500	500
Weighted total		**2000**	500	500	500	500
Under £10 (under £120 pa)	(5)	**755**	184	127	235	208
		38%	*37%*	*25%*	*47%*	*42%*
			b		**ab**	b
£10 - £24 (£120 - £299 pa)	(17)	**382**	89	106	81	105
		19%	*18%*	*21%*	*16%*	*21%*
				c		c
£25 - £49 (£300 - £599 pa)	(37)	**240**	52	68	62	58
		12%	*10%*	*14%*	*12%*	*12%*
£50 - £99 (£600 - £1,199 pa)	(75)	**222**	58	65	48	51
		11%	*12%*	*13%*	*10%*	*10%*
£100 - £199 (£1,200 - £2,399 pa)	(150)	**159**	51	51	32	27
		8%	*10%*	*10%*	*6%*	*5%*
			cd	**cd**		
£200 - £499 (£2,400 - £5,999 pa)	(350)	**134**	38	47	23	25
		7%	*8%*	*9%*	*5%*	*5%*
				cd		
£500 - £999 (£6,000 - £11,999 pa)	(750)	**53**	13	14	5	21
		3%	*3%*	*3%*	*1%*	*4%*
			c	c		c
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	**30**	9	9	7	4
		1%	*2%*	*2%*	*1%*	*1%*
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	**12**	2	5	4	*
		1%	**%*	*1%*	*1%*	**%*
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	**7**	*	6	*	*
		****%***	**%*	*1%*	**%*	**%*
				acd		
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	**3**	1	2	*	*
		****%***	**%*	**%*	**%*	**%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Quarter			
			Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%			a	b	c	d
Unweighted total		**2000**	500	500	500	500
Weighted total		**2000**	500	500	500	500
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	**2**	2	-	-	-
		***%**	*%	-%	-%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	**2**	-	*	2	-
		***%**	-%	*%	*%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	*	-	*	-	-
		***%**	-%	*%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	**-**	-	-	-	-
		-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-
		-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Net: <£100	**1599**	384	366	427	423
	80%	*77%*	*73%*	*85%*	*85%*
				ab	**ab**
Net: £100 -<£1000	**346**	102	112	59	73
	17%	*20%*	*22%*	*12%*	*15%*
		cd	**cd**		
Net: £1000 -<£5000	**48**	12	20	12	4
	2%	*2%*	*4%*	*2%*	*1%*
			d		
Net: £5000 -<£10,000	**5**	3	2	*	*
	***%**	*1%*	*%*	*%*	*%*
Net: £10,000 - <£25,000	**2**	-	*	2	-
	***%**	-%	*%*	*%*	-%
Net: £25,000 <£50,000	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Net: £50,000 - <£100,000	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Net: >£100,000	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Answered	**2000**	500	500	500	500
Mean	**156.25**	164.45	218.59	149.23	92.73
		d	d		

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 11

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

Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Letters	1381	1312	44	15	10	**	69	393	325	84	35	42
	69%	68%	84%	91%	88%	**	86%	62%	73%	71%	81%	71%
			a	ab	a		a		a		a	
Other everyday correspondence, such as invoices, one off bills etc.	1006	951	35	12	8	**	55	258	248	60	22	32
	50%	50%	67%	75%	70%	**	69%	41%	55%	51%	51%	53%
			a	a	a		a		a	a		a
Large letters	862	811	30	12	9	**	51	240	184	62	20	35
	43%	42%	58%	72%	81%	**	64%	38%	41%	53%	48%	58%
			a	ab	abf		ab			ab		ab
Parcels and packets	735	701	21	7	6	**	34	212	163	57	19	36
	37%	37%	40%	43%	52%	**	42%	34%	36%	49%	44%	61%
					ab		a			ab		abcd
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	388	358	18	6	5	**	30	70	95	32	6	15
	19%	19%	35%	39%	44%	**	37%	11%	21%	27%	15%	25%
			a	a	a		a		a	a		a
Order fulfilment (sending ordered goods to customers)	373	360	7	3	2	**	13	125	90	26	9	17
	19%	19%	14%	20%	16%	**	16%	20%	20%	22%	21%	28%
		b										ab
Advertising and promotional material, such as catalogues, brochures and direct mail	125	116	5	3	2	**	10	29	20	15	*	11
	6%	6%	9%	20%	14%	**	12%	5%	4%	13%	1%	18%
			a	abf	a		a			abd		abd
Publications, such as magazines, periodicals, customer newsletters	85	78	4	2	1	**	7	25	24	4	3	2
	4%	4%	7%	14%	11%	**	9%	4%	5%	3%	7%	3%
			a	abf	a		a					
Legal / accounts documents / tax forms	13	13	1	-	*	**	1	3	4	*	-	-
	1%	1%	1%	-%	1%	**	1%	1%	1%	*%	-%	-%
Goods / business supplies / large packets ordered via lorry	*	-	*	-	-	**	*	-	-	-	-	*
	*%	-%	*%	-%	-%	**	*%	-%	-%	-%	-%	*%
			a									
Refused	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
None of These	136	134	1	*	*	**	2	72	18	1	2	1
	7%	7%	3%	2%	3%	**	3%	11%	4%	*%	5%	1%
		bcf						bce				

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Other	**14**	14	-	*	*	**	*	4	4	4	-	-
	1%	*1%*	*-%*	*1%*	*1%*	**	**%*	*1%*	*1%*	*3%*	*-%*	*-%*
					b					**ae**		
Don't Know	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: (Large) Letters, Packets and parcels	**1661**	1588	47	15	11	**	74	498	379	107	38	55
	83%	*83%*	*91%*	*92%*	*96%*	**	*92%*	*79%*	*85%*	*90%*	*90%*	*93%*
			a	a	a		a		a	a		**ab**
Net: Bulk mailings	**496**	461	20	9	6	**	35	110	113	42	9	23
	25%	*24%*	*38%*	*54%*	*52%*	**	*43%*	*17%*	*25%*	*35%*	*21%*	*38%*
			a	**abf**	**ab**		a		a	**ab**		**abd**

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Letters	**1381**	118	107	244	42	120	215	125	114	97	1182	62	63	73
	69%	*69%*	*71%*	*73%*	*54%*	*70%*	*69%*	*64%*	*73%*	*64%*	*69%*	*68%*	*68%*	*77%*
			d	d		d	d		d		d			**dfgijkl**
Other everyday correspondence, such as invoices, one off bills etc.	**1006**	86	71	144	40	86	164	102	80	73	846	51	51	58
	50%	*50%*	*47%*	*43%*	*52%*	*50%*	*53%*	*52%*	*51%*	*48%*	*49%*	*56%*	*54%*	*61%*
							c					c	c	**abceij**
Large letters	**862**	82	65	171	24	52	129	87	65	65	740	39	39	44
	43%	*48%*	*43%*	*51%*	*31%*	*30%*	*42%*	*44%*	*41%*	*43%*	*43%*	*43%*	*41%*	*47%*
		de		**defjl**			e	e		e	e	e	e	**de**
Parcels and packets	**735**	74	67	115	15	63	121	63	60	65	645	27	30	32
	37%	*43%*	*45%*	*35%*	*20%*	*37%*	*39%*	*32%*	*39%*	*43%*	*38%*	*30%*	*32%*	*34%*
		dkl	**dkl**	d		d	**dk**		d	**dkl**	**dk**			d
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**388**	43	19	66	20	32	48	40	27	28	323	16	22	27
	19%	*25%*	*12%*	*20%*	*26%*	*19%*	*16%*	*20%*	*18%*	*19%*	*19%*	*18%*	*24%*	*28%*
		bf			b								**bfbcefhijk**	
Order fulfilment (sending ordered goods to customers)	**373**	38	34	59	8	26	69	32	32	33	331	13	16	13
	19%	*22%*	*22%*	*18%*	*10%*	*15%*	*22%*	*16%*	*21%*	*22%*	*19%*	*14%*	*17%*	*14%*
		m					**dkm**				m			
Advertising and promotional material, such as catalogues, brochures and direct mail	**125**	10	9	29	2	2	15	16	20	5	108	5	5	7
	6%	*6%*	*6%*	*9%*	*3%*	*1%*	*5%*	*8%*	*13%*	*3%*	*6%*	*6%*	*6%*	*7%*
		e		e				e	**defijkl**		e	e	e	e
Publications, such as magazines, periodicals, customer newsletters	**85**	4	9	11	*	6	21	12	5	4	72	4	4	5
	4%	*2%*	*6%*	*3%*	**%*	*4%*	*7%*	*6%*	*3%*	*3%*	*4%*	*4%*	*4%*	*5%*
Legal / accounts documents / tax forms	**13**	-	2	2	-	*	-	6	-	*	11	1	1	-
	1%	*-%*	*1%*	*1%*	*-%*	**%*	*-%*	*3%*	*-%*	**%*	*1%*	*1%*	*1%*	*-%*
								afjm						
Goods / business supplies / large packets ordered via lorry	*	-	-	*	-	-	-	-	-	-	*	-	*	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**136**	12	14	22	6	16	14	17	5	13	119	5	7	5
	7%	*7%*	*9%*	*7%*	*8%*	*9%*	*4%*	*9%*	*3%*	*8%*	*7%*	*6%*	*7%*	*5%*

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Other	**14**	-	-	4	-	2	2	6	-	-	14	1	-	-
	1%	*-%*	*-%*	*1%*	*-%*	*1%*	*1%*	*3%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*
								jlm						
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: (Large) Letters, Packets and parcels	**1661**	144	132	279	53	145	261	151	140	128	1432	73	75	81
	83%	*84%*	*87%*	*84%*	*69%*	*84%*	*84%*	*77%*	*89%*	*85%*	*83%*	*80%*	*80%*	*86%*
		d	d	d		d	d		**dgkl**	d	d			**dg**
Net: Bulk mailings	**496**	51	32	86	22	38	69	51	39	28	415	21	27	32
	25%	*30%*	*21%*	*26%*	*29%*	*22%*	*22%*	*26%*	*25%*	*19%*	*24%*	*23%*	*29%*	*34%*
		i											i	**bcefijk**

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 11 (continuation)

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

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Letters	**1381**	148	82	236	**	99	228	106	121	113	1173	67	68	73
	69%	*72%*	*66%*	*75%*	**	*66%*	*67%*	*63%*	*75%*	*65%*	*69%*	*68%*	*68%*	*77%*
				dfgij					**dg**					**bdefgijk**
														l
Other everyday correspondence, such as invoices, one off bills etc.	**1006**	103	56	132	**	69	177	92	86	84	842	54	53	57
	50%	*50%*	*45%*	*42%*	**	*46%*	*52%*	*54%*	*54%*	*48%*	*49%*	*55%*	*53%*	*61%*
					c		c	c	c		c	c	c	**abcefij**
Large letters	**862**	98	55	160	**	43	144	73	65	72	735	42	41	44
	43%	*48%*	*44%*	*51%*	**	*29%*	*42%*	*43%*	*40%*	*41%*	*43%*	*42%*	*41%*	*47%*
		e	e	**ejl**			e	e		e	e	e	e	e
Parcels and packets	**735**	80	61	107	**	58	141	54	58	68	641	32	30	33
	37%	*39%*	*49%*	*34%*	**	*39%*	*41%*	*32%*	*36%*	*39%*	*38%*	*32%*	*30%*	*35%*
		d	**cdgjklm**	d		d	**dkl**		d	d	**dl**			d
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**388**	45	15	52	**	29	65	36	29	28	323	16	22	27
	19%	*22%*	*12%*	*17%*	**	*19%*	*19%*	*21%*	*18%*	*16%*	*19%*	*16%*	*22%*	*28%*
					abcefghijk									**bcfhijk**
					l									
Order fulfilment (sending ordered goods to customers)	**373**	46	29	55	**	24	71	30	32	36	328	15	16	13
	19%	*22%*	*24%*	*18%*	**	*16%*	*21%*	*18%*	*20%*	*21%*	*19%*	*16%*	*16%*	*14%*
		dm	**dm**				**dm**		d	d	**dm**			
Advertising and promotional material, such as catalogues, brochures and direct mail	**125**	10	9	25	**	2	24	12	18	5	108	6	5	7
	6%	*5%*	*7%*	*8%*	**	*2%*	*7%*	*7%*	*11%*	*3%*	*6%*	*6%*	*5%*	*7%*
			e	**ei**			e	e	**eij**		e			e
Publications, such as magazines, periodicals, customer newsletters	**85**	6	7	9	**	6	24	10	5	4	72	4	4	5
	4%	*3%*	*5%*	*3%*	**	*4%*	*7%*	*6%*	*3%*	*2%*	*4%*	*4%*	*4%*	*5%*
							c							
Legal / accounts documents / tax forms	**13**	-	2	2	**	*	2	4	-	*	11	1	1	-
	1%	*-%*	*2%*	*1%*	**	*%*	*1%*	*3%*	*-%*	*%*	*1%*	*1%*	*1%*	*-%*
			m					**jm**						
Goods / business supplies / large packets ordered via lorry	*	-	-	*	**	-	-	-	-	-	*	-	*	-
	%	*-%*	*-%*	*%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*-%*
Refused	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
None of These	**136**	12	11	14	**	16	26	14	5	18	117	5	9	5
	7%	*6%*	*9%*	*5%*	**	*11%*	*8%*	*8%*	*3%*	*10%*	*7%*	*5%*	*9%*	*5%*
			d			**cdhm**	d	d		**cdh**			**dh**	
Other	**14**	-	-	4	**	2	4	4	-	-	14	1	-	-
	1%	-%	-%	*1%*	**	*1%*	*1%*	*2%*	-%	-%	*1%*	*1%*	-%	-%
								lm						
Don't Know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: (Large) Letters, Packets and parcels	**1661**	174	109	267	**	124	284	126	145	147	1423	79	79	81
	83%	*85%*	*88%*	*85%*	**	*83%*	*83%*	*74%*	*90%*	*84%*	*83%*	*80%*	*79%*	*86%*
		g	**dg**	**dg**			g		**dgkl**		**dg**			**dg**
Net: Bulk mailings	**496**	55	25	71	**	35	92	45	38	28	415	21	27	32
	25%	*27%*	*20%*	*23%*	**	*23%*	*27%*	*27%*	*23%*	*16%*	*24%*	*21%*	*27%*	*34%*
		i			**bcehijk**		i	i			i		i	**bcehijk**

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Letters	1381	**	117	**	114	372	50	73	585	1111	271	1231	150	1314	68
	69%	**	*55%*	**	*71%*	*64%*	*65%*	*89%*	*73%*	*69%*	*71%*	*68%*	*82%*	*70%*	*60%*
		b		b	b	b		**abdefh**	**be**				a		
Other everyday correspondence, such as invoices, one off bills etc.	1006	**	112	**	105	275	26	46	380	794	212	918	88	964	42
	50%	**	*52%*	**	*66%*	*48%*	*33%*	*56%*	*48%*	*49%*	*55%*	*50%*	*48%*	*51%*	*38%*
		f	f	**befgh**	**befh**	f		f	f		a			b	
Large letters	862	**	89	**	76	221	10	64	362	695	168	773	89	844	18
	43%	**	*42%*	**	*47%*	*38%*	*13%*	*78%*	*45%*	*43%*	*44%*	*43%*	*49%*	*45%*	*16%*
		f	f	f	**ef**	f		**abcdefh**	**ef**					b	
Parcels and packets	735	**	123	**	46	297	9	23	209	583	152	675	60	717	18
	37%	**	*57%*	**	*29%*	*51%*	*11%*	*27%*	*26%*	*36%*	*40%*	*37%*	*33%*	*38%*	*16%*
		f	**acdfgh**		f	**acdfgh**		f	f					b	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	388	**	39	**	34	118	7	20	145	296	92	360	28	373	15
	19%	**	*18%*	**	*21%*	*20%*	*8%*	*24%*	*18%*	*18%*	*24%*	*20%*	*15%*	*20%*	*14%*
		fh	f	f	f	f		f	f		a				
Order fulfilment (sending ordered goods to customers)	373	**	70	**	13	172	*	7	98	298	75	350	23	369	3
	19%	**	*33%*	**	*8%*	*30%*	*%*	*9%*	*12%*	*18%*	*20%*	*19%*	*13%*	*20%*	*3%*
		f	**acdfgh**	f	f	**acdfgh**		f	f			b		b	
Advertising and promotional material, such as catalogues, brochures and direct mail	125	**	16	**	7	38	3	2	57	99	27	113	12	121	5
	6%	**	*7%*	**	*4%*	*6%*	*4%*	*3%*	*7%*	*6%*	*7%*	*6%*	*7%*	*6%*	*4%*
Publications, such as magazines, periodicals, customer newsletters	85	**	4	**	6	16	3	6	47	69	16	75	10	84	1
	4%	**	*2%*	**	*4%*	*3%*	*4%*	*8%*	*6%*	*4%*	*4%*	*4%*	*5%*	*4%*	*1%*
								be	**be**						
Legal / accounts documents / tax forms	13	**	-	**	-	7	-	-	4	11	3	13	-	13	-
	1%	**	*-%*	**	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*
		bdefgh													
Goods / business supplies / large packets ordered via lorry	*	**	-	**	*	*	-	-	-	*	*	*	-	*	-
	%	**	*-%*	**	*%*	*%*	*-%*	*-%*	*-%*	*%*	*%*	*%*	*-%*	*%*	*-%*
Refused	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	136	**	7	**	12	34	13	5	62	117	19	127	9	113	23
	7%	**	*3%*	**	*8%*	*6%*	*17%*	*6%*	*8%*	*7%*	*5%*	*7%*	*5%*	*6%*	*21%*
				a			**abdegh**		b						a

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Other	**14**	**	*	**	-	2	2	-	10	14	-	14	*	14	-
	1%	**	**%*	**	*-%*	**%*	*3%*	*-%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*
							bde			b					
Don't Know	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: (Large) Letters, Packets and parcels	**1661**	**	188	**	127	482	57	78	656	1331	331	1500	161	1585	76
	83%	**	*88%*	**	*80%*	*83%*	*74%*	*94%*	*82%*	*82%*	*86%*	*83%*	*89%*	*84%*	*68%*
			dfh			f		**cdefh**			a		a	b	
Net: Bulk mailings	**496**	**	52	**	39	146	12	22	196	386	110	454	42	475	20
	25%	**	*24%*	**	*25%*	*25%*	*15%*	*27%*	*25%*	*24%*	*29%*	*25%*	*23%*	*25%*	*18%*
		f				f					a				

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 11 (continuation)

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

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Letters	1381	790	255	324	1107	241	30	**	**	**	**	**	1348	33	458	649	275
	69%	67%	78%	70%	69%	70%	63%	**	**	**	**	**	69%	60%	61%	77%	68%
			ac													ac	a
Other everyday correspondence, such as invoices, one off bills etc.	1006	515	215	268	786	199	20	**	**	**	**	**	985	21	279	507	220
	50%	44%	66%	58%	49%	58%	41%	**	**	**	**	**	51%	37%	37%	60%	55%
			ac	a	j	acij							j			a	a
Large letters	862	382	186	284	596	222	37	**	**	**	**	**	818	44	150	445	267
	43%	32%	57%	61%	37%	64%	77%	**	**	**	**	**	42%	80%	20%	53%	66%
			a	a		ai	abi						a	abi		a	ab
Parcels and packets	735	281	144	303	436	253	41	**	**	**	**	**	689	46	72	364	299
	37%	24%	44%	66%	27%	73%	85%	**	**	**	**	**	35%	83%	10%	43%	75%
			a	ab		ai	abi						a	abi		a	ab
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	388	162	85	136	263	116	8	**	**	**	**	**	380	8	70	193	125
	19%	14%	26%	29%	16%	34%	16%	**	**	**	**	**	20%	15%	9%	23%	31%
			a	a		acij							a			a	ab
Order fulfilment (sending ordered goods to customers)	373	102	84	181	189	151	29	**	**	**	**	**	340	32	25	164	184
	19%	9%	26%	39%	12%	44%	61%	**	**	**	**	**	18%	58%	3%	19%	46%
			a	ab		ai	abi						a	abi		a	ab
Advertising and promotional material, such as catalogues, brochures and direct mail	125	54	29	43	75	45	4	**	**	**	**	**	120	6	17	58	50
	6%	5%	9%	9%	5%	13%	9%	**	**	**	**	**	6%	10%	2%	7%	13%
			a	a		ai								a		a	ab
Publications, such as magazines, periodicals, customer newsletters	85	25	26	34	49	32	4	**	**	**	**	**	81	5	10	39	36
	4%	2%	8%	7%	3%	9%	9%	**	**	**	**	**	4%	8%	1%	5%	9%
			a	a		ai	ai							a		a	ab
Legal / accounts documents / tax forms	13	12	1	*	13	*	-	**	**	**	**	**	13	-	10	3	*
	1%	1%	*%	*%	1%	*%	-%	**	**	**	**	**	1%	-%	1%	*%	*%
		c													bc		
Goods / business supplies / large packets ordered via lorry	*	*	-	*	-	*	-	**	**	**	**	**	*	*	-	-	*
	*%	*%	-%	*%	-%	*%	-%	**	**	**	**	**	*%	*%	-%	-%	*%
Refused	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
None of These	136	115	6	6	134	2	-	**	**	**	**	**	136	-	126	9	2
	7%	10%	2%	1%	8%	1%	-%	**	**	**	**	**	7%	-%	17%	1%	*%
		bc			bcj								bcj		bc		

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Other	**14**	12	-	2	14	*	-	**	**	**	**	**	14	-	8	6	*
	1%	*1%*	*-%*	**%*	*1%*	**%*	*-%*	**	**	**	**	**	*1%*	*-%*	*1%* c	*1%*	**%*
Don't Know	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: (Large) Letters, Packets and parcels	**1661**	911	299	434	1270	338	46	**	**	**	**	**	1608	53	502	768	391
	83%	*77%*	*92%* a	*94%* a	*79%*	*98%* **ai**	*96%* **ai**	**	**	**	**	**	*83%* a	*97%* **ai**	*67%*	*91%* a	*98%* **ab**
Net: Bulk mailings	**496**	208	116	168	340	143	11	**	**	**	**	**	483	13	89	251	156
	25%	*18%*	*35%* a	*36%* a	*21%*	*41%* **acij**	*23%*	**	**	**	**	**	*25%* a	*23%*	*12%*	*30%* a	*39%* **ab**

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	2000	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	2000	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Letters	1381	1381	743	1381	489	379	853	1258	69	**	**	**	**	**	478	**	**	**	**	**	**	**
	69%	100%	86%	92%	67%	76%	72%	92%	97%	**	**	**	**	**	68%	**	**	**	**	**	**	**
		bcdef	def	bdef		d	d		a													
Other everyday correspondence, such as invoices, one off bills etc.	1006	770	510	798	376	378	1006	718	45	**	**	**	**	**	369	**	**	**	**	**	**	**
	50%	56%	59%	53%	51%	76%	85%	52%	64%	**	**	**	**	**	52%	**	**	**	**	**	**	**
		d	cd			abcd	abcde		a													
Large letters	862	743	862	862	462	289	593	785	47	**	**	**	**	**	446	**	**	**	**	**	**	**
	43%	54%	100%	57%	63%	58%	50%	57%	67%	**	**	**	**	**	63%	**	**	**	**	**	**	**
			acdef	af	acf	f			c													
Parcels and packets	735	489	462	574	735	235	496	513	26	**	**	**	**	**	707	**	**	**	**	**	**	**
	37%	35%	54%	38%	100%	47%	42%	37%	36%	**	**	**	**	**	100%	**	**	**	**	**	**	**
			acef		abcef	acf	ac			a	ab											
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	388	282	223	305	174	388	323	254	26	**	**	**	**	**	166	**	**	**	**	**	**	**
	19%	20%	26%	20%	24%	78%	27%	18%	37%	**	**	**	**	**	23%	**	**	**	**	**	**	**
			ac			abcdf	ac		a	ad												
Order fulfilment (sending ordered goods to customers)	373	257	246	296	291	132	373	258	16	**	**	**	**	**	279	**	**	**	**	**	**	**
	19%	19%	28%	20%	40%	27%	32%	19%	23%	**	**	**	**	**	39%	**	**	**	**	**	**	**
			ac		abcef	ac	ace			a	a											
Advertising and promotional material, such as catalogues, brochures and direct mail	125	106	81	110	75	125	95	92	6	**	**	**	**	**	70	**	**	**	**	**	**	**
	6%	8%	9%	7%	10%	25%	8%	7%	8%	**	**	**	**	**	10%	**	**	**	**	**	**	**
					ac	abcdf				a	ab											
Publications, such as magazines, periodicals, customer newsletters	85	76	64	80	47	85	82	61	11	**	**	**	**	**	45	**	**	**	**	**	**	**
	4%	5%	7%	5%	6%	17%	7%	4%	15%	**	**	**	**	**	6%	**	**	**	**	**	**	**
			ac			abcdf			a													
Legal / accounts documents / tax forms	13	3	1	3	*	2	13	3	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	*%	*%	*%	*%	*%	1%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
							abcd															
Goods / business supplies / large packets ordered via lorry	*	-	*	*	*	*	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	-%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
											a											
Refused	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
None of These	**136**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	7%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other	**14**	4	-	4	2	-	14	4	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*%	-%	*%	*%	-%	*1%* **abcde**	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Don't Know	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Net: (Large) Letters, Packets and parcels	**1661**	1381	862	1501	735	435	995	1372	71	**	**	**	**	**	707	**	**	**	**	**	**	**
	83%	*100%* **ef**	*100%* **ef**	*100%* **ef**	*100%* **ef**	*88%*	*84%*	*100%*	*100%*	**	**	**	**	**	*100%*	**	**	**	**	**	**	**
Net: Bulk mailings	**496**	379	289	403	235	496	403	334	35	**	**	**	**	**	224	**	**	**	**	**	**	**
	25%	*27%*	*33%* **ac**	*27%*	*32%* **ac**	*100%* **abcdf**	*34%* **ac**	*24%*	*49%* a	** **ad**	** a	**	**	**	*32%*	**	**	**	**	**	**	**

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 11 (continuation)

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

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Letters	1381	430	365	392	182	**	174	107	116	89	**	301	**	163	1259	122
	69%	90%	94% a	93%	90%	**	68%	67%	67%	65%	**	62%	**	81% ab	71% b	54%
Other everyday correspondence, such as invoices, one off bills etc.	1006	173	189	285	142	**	116	91	97	70	**	238	**	121	902	104
	50%	36%	49% a	68% ab	70% ab	**	45%	57% a	56% a	51%	**	49%	**	60% ab	51%	46%
Large letters	862	164	200	309	179	**	145	106	100	107	**	302	**	137	759	103
	43%	34%	52% a	73% ab	89% abc	**	57%	66%	57%	78% abc	**	62%	**	68% b	43%	46%
Parcels and packets	735	118	128	201	121	**	256	160	174	137	**	489	**	201	557	178
	37%	25%	33% a	48% ab	60% abc	**	100%	100%	100%	100%	**	100%	**	100%	31%	79% a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	388	57	67	116	60	**	52	39	45	37	**	112	**	53	342	46
	19%	12%	17% a	27% ab	30% ab	**	20%	25%	26%	27%	**	23%	**	26%	19%	20%
Order fulfilment (sending ordered goods to customers)	373	44	70	116	63	**	41	64	102	78	**	268	**	13	269	104
	19%	9%	18% a	28% ab	31% ab	**	16%	40% a	59% ab	57% ab	**	55% bc	** c	6%	15%	46% a
Advertising and promotional material, such as catalogues, brochures and direct mail	125	17	21	43	29	**	22	12	23	18	**	49	**	21	108	17
	6%	4%	6%	10% ab	14% ab	**	9%	7%	13%	13%	**	10%	**	10%	6%	8%
Publications, such as magazines, periodicals, customer newsletters	85	15	21	18	25	**	11	15	9	12	**	35	**	9	76	10
	4%	3%	6%	4%	12% abc	**	4%	9% a	5%	9%	**	7%	**	4%	4%	4%
Legal / accounts documents / tax forms	13	-	2	-	1	**	*	-	*	-	**	-	**	*	13	*
	1%	-%	1%	-%	*%	**	*%	-%	*%	-%	**	-%	**	*%	1%	*%
Goods / business supplies / large packets ordered via lorry	*	*	-	*	-	**	-	-	*	*	**	*	**	*	-	*
	*%	*%	-%	*%	-%	**	-%	-%	*%	*%	**	*%	**	*%	-%	*%

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 11 (continuation)

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

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Refused	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
None of These	**136**	-	-	-	-	**	-	-	-	-	**	-	**	-	124	10
	7%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*7%*	*5%*
Other	**14**	2	2	-	-	**	-	2	-	-	**	-	**	2	12	2
	1%	*%	*1%*	-%	-%	**	-%	*1%*	-%	-%	**	-%	**	*1%* a	*1%*	*1%*
Don't Know	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Net: (Large) Letters, Packets and parcels	**1661**	476	388	421	201	**	256	160	174	137	**	489	**	201	1457	204
	83%	*100%*	*100%*	*100%*	*100%*	**	*100%*	*100%*	*100%*	*100%*	**	*100%*	**	*100%*	*82%*	*90%* a
Net: Bulk mailings	**496**	77	89	149	82	**	74	51	60	49	**	150	**	70	437	59
	25%	*16%*	*23%* a	*35%* **ab**	*41%* **ab**	**	*29%*	*32%*	*35%*	*36%*	**	*31%*	**	*35%*	*25%*	*26%*

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	2000	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	2000	1450	50	492	243	1432	69	486	249	323	1288	145	1
Letters	1381	1333	48	336	154	1317	64	335	154	323	1288	145	**
	69%	92%	96%	68%	63%	92%	94%	69%	62%	100%	100%	100%	**
Other everyday correspondence, such as invoices, one off bills etc.	1006	776	22	254	122	764	33	246	130	184	733	77	**
	50%	54%	43%	52%	50%	53%	48%	51%	52%	57%	57%	53%	**
Large letters	862	834	28	321	141	820	42	317	145	217	684	107	**
	43%	57%	56%	65%	58%	57%	62%	65%	58%	67% b	53%	74% b	**
Parcels and packets	735	545	29	492	243	532	42	486	249	184	441	88	**
	37%	38%	58% a	100%	100%	37%	62% a	100%	100%	57% b	34%	61% b	**
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	388	294	11	120	54	290	16	111	63	84	271	35	**
	19%	20%	22%	24%	22%	20%	23%	23%	25%	26% b	21%	24%	**
Order fulfilment (sending ordered goods to customers)	373	278	18	175	117	262	33	170	121	91	231	45	**
	19%	19%	36% a	35%	48% a	18%	49% a	35%	49% a	28% b	18%	31% b	**
Advertising and promotional material, such as catalogues, brochures and direct mail	125	106	4	56	18	104	6	52	22	22	105	17	**
	6%	7%	8%	11%	8%	7%	8%	11%	9%	7%	8%	12% a	**
Publications, such as magazines, periodicals, customer newsletters	85	78	2	38	10	78	2	37	10	22	72	15	**
	4%	5%	4%	8%	4%	5%	3%	8%	4%	7%	6%	11% b	**
Legal / accounts documents / tax forms	13	3	-	*	*	3	-	*	*	2	1	*	**
	1%	*%	-%	*%	*%	*%	-%	*%	*%	1% b	*%	*%	**
Goods / business supplies / large packets ordered via lorry	*	*	*	-	*	*	*	-	*	-	-	-	**
	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	**
Refused	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
None of These	**136**	-	-	-	-	-	-	-	-	-	-	-	**
	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Other	**14**	4	-	2	-	4	-	2	-	4	2	2	**
	1%	*%	-%	*%	-%	*%	-%	*%	-%	*1%* b	*%	*1%* b	**
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Net: (Large) Letters, Packets and parcels	**1661**	1450	50	492	243	1432	69	486	249	323	1288	145	**
	83%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	**
Net: Bulk mailings	**496**	388	15	167	68	383	20	159	77	104	364	55	**
	25%	*27%*	*30%*	*34%*	*28%*	*27%*	*29%*	*33%*	*31%*	*32%*	*28%*	*38%* b	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Letters	1381	226	651	87	**	347	308	96	**	1336	718	402	1086	857	**
	69%	80%	88%	79%	**	66%	67%	55%	**	100%	86%	68%	92%	94%	**
			ac			c	c			bc	c				
Other everyday correspondence, such as invoices, one off bills etc.	1006	159	444	55	**	275	251	82	**	748	493	314	651	534	**
	50%	56%	60%	50%	**	52%	55%	47%	**	56%	59%	53%	55%	58%	**
			c								c				ab
Large letters	862	283	736	110	**	325	292	106	**	722	835	387	705	531	**
	43%	100%	100%	100%	**	61%	64%	60%	**	54%	100%	66%	60%	58%	**
											ac	a			
Parcels and packets	735	193	378	82	**	529	459	175	**	462	445	587	442	354	**
	37%	68%	51%	75%	**	100%	100%	100%	**	35%	53%	100%	37%	39%	**
		b		b							a	ab			ab
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	388	79	200	25	**	129	126	41	**	273	215	139	252	209	**
	19%	28%	27%	23%	**	24%	28%	23%	**	20%	26%	24%	21%	23%	**
											a				ab
Order fulfilment (sending ordered goods to customers)	373	100	196	33	**	220	161	71	**	240	235	231	219	192	**
	19%	35%	27%	30%	**	42%	35%	41%	**	18%	28%	39%	19%	21%	**
		b				b					a	ab			ab
Advertising and promotional material, such as catalogues, brochures and direct mail	125	22	75	10	**	51	52	19	**	102	78	66	94	75	**
	6%	8%	10%	10%	**	10%	11%	11%	**	8%	9%	11%	8%	8%	**
												a			ab
Publications, such as magazines, periodicals, customer newsletters	85	21	57	14	**	38	33	15	**	74	62	39	70	57	**
	4%	8%	8%	13%	**	7%	7%	9%	**	6%	7%	7%	6%	6%	**
															ab
Legal / accounts documents / tax forms	13	-	1	-	**	*	*	-	**	3	1	*	2	1	**
	1%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Goods / business supplies / large packets ordered via lorry	*	*	*	-	**	*	*	*	**	-	*	*	*	*	**
	*%	*%	*%	-%	**	*%	*%	*%	**	-%	*%	*%	*%	*%	**
Refused	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
None of These	136	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	7%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other	14	-	-	-	**	2	2	2	**	4	-	2	4	2	**
	1%	-%	-%	-%	**	*%	*%	1%	**	*%	-%	*%	*%	*%	**
Don't Know	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: (Large) Letters, Packets and parcels	1661	283	736	110	**	529	459	175	**	1336	835	587	1180	914	**
	83%	100%	100%	100%	**	100%	100%	100%	**	100%	100%	100%	100%	100%	**
Net: Bulk mailings	496	94	259	38	**	169	170	59	**	366	279	191	330	275	**
	25%	33%	35%	34%	**	32%	37%	34%	**	27%	33%	33%	28%	30%	**
											a	a			ab

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Letters	1381	301	206	231	55	54	1023	828	60	**	**	**	1342	1124	1343	1081	1349
	69%	75%	71%	66%	56%	63%	89%	88%	79%	**	**	**	73%	76%	72%	72%	70%
		cde	d						c				e	acde			
Other everyday correspondence, such as invoices, one off bills etc.	1006	225	156	195	46	42	643	532	43	**	**	**	947	817	947	810	996
	50%	56%	54%	55%	47%	48%	56%	57%	56%	**	**	**	51%	55%	51%	54%	51%
														ace			
Large letters	862	289	191	225	64	65	652	510	48	**	**	**	838	777	845	721	851
	43%	72%	66%	64%	66%	75%	57%	54%	63%	**	**	**	45%	52%	46%	48%	44%
		c				c								acde		e	
Parcels and packets	735	400	291	352	97	87	460	396	31	**	**	**	698	610	702	669	721
	37%	100%	100%	100%	100%	100%	40%	42%	40%	**	**	**	38%	41%	38%	44%	37%
											a			ace		ace	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	388	123	81	84	16	23	248	210	18	**	**	**	365	329	366	321	386
	19%	31%	28%	24%	17%	27%	21%	22%	24%	**	**	**	20%	22%	20%	21%	20%
		cd	d														
Order fulfilment (sending ordered goods to customers)	373	144	116	153	38	38	207	194	18	**	**	**	358	306	358	342	371
	19%	36%	40%	43%	39%	44%	18%	21%	24%	**	**	**	19%	21%	19%	23%	19%
				a							a					ace	
Advertising and promotional material, such as catalogues, brochures and direct mail	125	47	36	32	10	11	92	73	4	**	**	**	116	101	116	107	125
	6%	12%	12%	9%	10%	13%	8%	8%	5%	**	**	**	6%	7%	6%	7%	6%
Publications, such as magazines, periodicals, customer newsletters	85	28	20	21	8	9	61	55	7	**	**	**	79	66	79	72	85
	4%	7%	7%	6%	8%	11%	5%	6%	9%	**	**	**	4%	4%	4%	5%	4%
Legal / accounts documents / tax forms	13	*	*	*	-	-	*	1	1	**	**	**	11	5	11	5	12
	1%	*%	*%	*%	-%	-%	*%	*%	1%	**	**	**	1%	*%	1%	*%	1%
Goods / business supplies / large packets ordered via lorry	*	*	*	*	-	*	*	*	-	**	**	**	*	*	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Refused	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
None of These	136	-	-	-	-	-	-	-	-	**	**	**	104	51	105	51	122
	7%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	6%	3%	6%	3%	6%
													bd		bd		bd

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Other	**14**	2	2	2	2	2	2	2	-	**	**	**	8	6	8	12	14
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	**%*	**%*	*-%*	**	**	**	**%*	**%*	**%*	*1%*	*1%*
Don't Know	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: (Large) Letters, Packets and parcels	**1661**	400	291	352	97	87	1154	937	67	**	**	**	1595	1329	1602	1322	1617
	83%	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*100%*	*89%*	**	**	**	*86%*	*90%*	*86%*	*88%*	*83%*
													e	**ace**	e	e	
Net: Bulk mailings	**496**	151	105	107	25	35	319	274	25	**	**	**	463	409	464	412	494
	25%	*38%*	*36%*	*30%*	*25%*	*40%*	*28%*	*29%*	*33%*	**	**	**	*25%*	*28%*	*25%*	*27%*	*25%*
		cd				d											

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 11 (continuation)

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

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Letters	1381	778	1327	285	**	1114	53	217	1119	230	**	57	207	144	998	237
	69%	70%	71%	70%	**	71%	65%	66%	71%	62%	**	58%	63%	64%	69%	74%
																ab
Other everyday correspondence, such as invoices, one off bills etc.	1006	591	949	205	**	804	35	162	812	180	**	46	159	104	715	185
	50%	53%	51%	50%	**	51%	43%	49%	52%	49%	**	47%	48%	46%	49%	58%
																ab
Large letters	862	536	834	222	**	685	44	154	685	199	**	59	175	138	567	157
	43%	48%	45%	55%	**	43%	55%	47%	44%	54%	**	61%	53%	62%	39%	49%
				ab										bc		b
Parcels and packets	735	491	698	198	**	543	27	154	522	290	**	86	250	159	467	109
	37%	44%	37%	49%	**	34%	33%	47%	33%	79%	**	88%	76%	71%	32%	34%
		b		b				b				b		bc		
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	388	258	369	95	**	303	14	67	307	85	**	16	80	51	261	76
	19%	23%	20%	23%	**	19%	17%	20%	20%	23%	**	17%	24%	23%	18%	24%
		b														b
Order fulfilment (sending ordered goods to customers)	373	253	361	99	**	283	15	88	257	156	**	52	127	101	215	57
	19%	23%	19%	24%	**	18%	18%	27%	16%	42%	**	53%	38%	45%	15%	18%
		b		b				b				b		bc		
Advertising and promotional material, such as catalogues, brochures and direct mail	125	69	114	27	**	100	7	31	90	37	**	6	32	19	78	28
	6%	6%	6%	7%	**	6%	8%	9%	6%	10%	**	6%	10%	8%	5%	9%
								b								b
Publications, such as magazines, periodicals, customer newsletters	85	47	75	23	**	60	6	20	63	16	**	4	13	21	47	17
	4%	4%	4%	6%	**	4%	7%	6%	4%	4%	**	4%	4%	9%	3%	5%
														b		
Legal / accounts documents / tax forms	13	4	13	5	**	11	2	2	11	*	**	-	2	-	13	1
	1%	*%	1%	1%	**	1%	3%	1%	1%	*%	**	-%	1%	-%	1%	*%
Goods / business supplies / large packets ordered via lorry	*	*	*	*	**	*	-	-	*	*	**	*	-	*	*	-
	*%	*%	*%	*%	**	*%	-%	-%	*%	*%	**	*%	-%	*%	*%	-%
Refused	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
None of These	136	35	104	13	**	107	6	11	115	10	**	2	10	4	117	15
	7%	3%	6%	3%	**	7%	7%	3%	7%	3%	**	2%	3%	2%	8%	5%
			ac						a						ac	
Other	14	12	12	4	**	10	-	6	6	4	**	2	2	-	14	-
	1%	1%	1%	1%	**	1%	-%	2%	*%	1%	**	2%	1%	-%	1%	-%
								b								
Don't Know	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Net: (Large) Letters, Packets and parcels	1661	973	1584	361	**	1312	63	281	1301	335	**	90	298	207	1182	269
	83%	88%	85%	89%	**	83%	78%	85%	83%	91%	**	92%	90%	92%	81%	85%
		b		b										bc		
Net: Bulk mailings	496	313	465	116	**	384	20	93	385	111	**	23	100	69	324	102
	25%	28%	25%	29%	**	24%	24%	28%	24%	30%	**	23%	30%	31%	22%	32%
		b												b		b

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Letters	**1381**	158	74	1140	791	590
	69%	*59%*	*55%*	*72%*	*74%*	*64%*
				ab	b	
Other everyday correspondence, such as invoices, one off bills etc.	**1006**	119	47	828	575	431
	50%	*44%*	*35%*	*52%*	*53%*	*47%*
				ab	b	
Large letters	**862**	122	72	662	498	365
	43%	*45%*	*54%*	*42%*	*46%*	*39%*
			c		b	
Parcels and packets	**735**	196	76	457	380	354
	37%	*73%*	*57%*	*29%*	*35%*	*38%*
		bc	c			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**388**	44	23	314	229	159
	19%	*16%*	*17%*	*20%*	*21%*	*17%*
					b	
Order fulfilment (sending ordered goods to customers)	**373**	114	44	210	189	184
	19%	*42%*	*33%*	*13%*	*18%*	*20%*
		c	c			
Advertising and promotional material, such as catalogues, brochures and direct mail	**125**	18	11	95	68	58
	6%	*7%*	*8%*	*6%*	*6%*	*6%*
Publications, such as magazines, periodicals, customer newsletters	**85**	12	9	61	48	37
	4%	*5%*	*7%*	*4%*	*4%*	*4%*
Legal / accounts documents / tax forms	**13**	*	-	13	2	12
	1%	**%*	*-%*	*1%*	**%*	*1%*
						a
Goods / business supplies / large packets ordered via lorry	*	*	-	-	*	*
	****%***	**%*	*-%*	*-%*	**%*	**%*
Refused	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**136**	3	13	121	56	80
	7%	*1%*	*9%*	*8%*	*5%*	*9%*
			a	a		a

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Other	**14**	4	-	10	6	8
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
Don't Know	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
Net: (Large) Letters, Packets and parcels	**1661**	242	116	1291	926	736
	83%	*90%*	*86%*	*82%*	*86%*	*80%*
		c			b	
Net: Bulk mailings	**496**	63	30	397	284	212
	25%	*23%*	*22%*	*25%*	*26%*	*23%*

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 11 (continuation)

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

Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Letters	**1381**	119	113	113	146	135	73	95	99	154	126	133	76
	69%	*66%*	*67%*	*75%*	*70%*	*76%*	*63%*	*79%*	*69%*	*65%*	*73%*	*67%*	*59%*
				fil	l	**afikl**		**abfhikl**			l		
Other everyday correspondence, such as invoices, one off bills etc.	**1006**	93	86	88	123	101	57	52	62	91	85	103	62
	50%	*52%*	*51%*	*58%*	*59%*	*57%*	*50%*	*44%*	*43%*	*39%*	*49%*	*52%*	*48%*
		i	i	**ghi**	**ghijl**	**ghi**					i	i	
Large letters	**862**	76	64	70	104	105	55	41	63	109	58	69	49
	43%	*42%*	*38%*	*46%*	*50%*	*59%*	*48%*	*35%*	*44%*	*46%*	*33%*	*35%*	*38%*
				gjk	**bgjkl**	**abcghijkl**	**gjk**			**gjk**			
Parcels and packets	**735**	67	74	54	88	90	58	46	52	63	59	46	39
	37%	*37%*	*44%*	*35%*	*43%*	*51%*	*50%*	*38%*	*36%*	*26%*	*34%*	*23%*	*30%*
		ik	**ikl**	k	**ikl**	**acghijkl**	**achijkl**	**ik**	k		k		
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**388**	50	32	33	62	43	19	18	30	46	11	21	22
	19%	*28%*	*19%*	*22%*	*30%*	*24%*	*17%*	*15%*	*21%*	*19%*	*6%*	*11%*	*17%*
		fgijkl	**jk**	**jk**	**bfghijkl**	**gjk**	j	j	**jk**	**jk**			j
Order fulfilment (sending ordered goods to customers)	**373**	41	45	30	33	56	24	15	23	26	33	20	27
	19%	*23%*	*27%*	*20%*	*16%*	*32%*	*21%*	*13%*	*16%*	*11%*	*19%*	*10%*	*21%*
		gik	**dghik**	**ik**		**cdfghijkl**	**ik**				**ik**		**ik**
Advertising and promotional material, such as catalogues, brochures and direct mail	**125**	14	8	16	12	14	7	8	8	14	11	8	5
	6%	*8%*	*5%*	*10%*	*6%*	*8%*	*6%*	*7%*	*6%*	*6%*	*6%*	*4%*	*4%*
				kl									
Publications, such as magazines, periodicals, customer newsletters	**85**	13	5	13	6	11	5	7	3	8	4	6	4
	4%	*7%*	*3%*	*8%*	*3%*	*6%*	*5%*	*6%*	*2%*	*3%*	*3%*	*3%*	*3%*
		dj		**bdhijk**									
Legal / accounts documents / tax forms	**13**	3	3	*	*	-	-	2	*	3	*	-	2
	1%	*2%*	*2%*	**%*	**%*	*-%*	*-%*	*2%*	**%*	*1%*	**%*	*-%*	*2%*
		d											
Goods / business supplies / large packets ordered via lorry	*	-	-	-	-	-	*	*	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of These	**136**	10	5	9	5	5	8	3	9	29	14	28	11
	7%	*6%*	*3%*	*6%*	*2%*	*3%*	*7%*	*3%*	*6%*	*12%*	*8%*	*14%*	*9%*
										abcdegh	**deg**	**abcdegh**	**bdeg**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Other	**14**	2	-	-	*	4	-	2	-	4	2	-	-
	1%	*1%*	*-%*	*-%*	**%*	*2%*	*-%*	*2%*	*-%*	*2%*	*1%*	*-%*	*-%*
Don't Know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: (Large) Letters, Packets and parcels	**1661**	142	143	134	179	156	102	112	119	182	149	148	95
	83%	*79%*	*85%*	*88%*	*87%*	*88%*	*88%*	*94%*	*83%*	*77%*	*86%*	*75%*	*74%*
			kl	**aikl**	**aikl**	**aikl**	**aikl**	**abdhijkl**			**ikl**		
Net: Bulk mailings	**496**	63	41	48	67	57	29	26	33	58	25	24	26
	25%	*35%*	*24%*	*32%*	*32%*	*32%*	*25%*	*22%*	*23%*	*25%*	*14%*	*12%*	*20%*
		bghijkl	**jk**	**gjkl**	**gjkl**	**gjkl**	**jk**	k	**jk**	**jk**			k

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Letters	**1381**	345	354	347	335
	69%	*69%*	*71%*	*69%*	*67%*
Other everyday correspondence, such as invoices, one off bills etc.	**1006**	268	282	206	250
	50%	*54%*	*56%*	*41%*	*50%*
		c	**cd**		c
Large letters	**862**	209	264	213	176
	43%	*42%*	*53%*	*43%*	*35%*
		d	**acd**	d	
Parcels and packets	**735**	195	236	160	144
	37%	*39%*	*47%*	*32%*	*29%*
		cd	**acd**		
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	**388**	116	125	94	54
	19%	*23%*	*25%*	*19%*	*11%*
		d	**cd**	d	
Order fulfilment (sending ordered goods to customers)	**373**	117	113	64	79
	19%	*23%*	*23%*	*13%*	*16%*
		cd	**cd**		
Advertising and promotional material, such as catalogues, brochures and direct mail	**125**	38	34	31	23
	6%	*8%*	*7%*	*6%*	*5%*
Publications, such as magazines, periodicals, customer newsletters	**85**	30	23	18	14
	4%	*6%*	*5%*	*4%*	*3%*
		d			
Legal / accounts documents / tax forms	**13**	7	*	5	2
	1%	*1%*	**%*	*1%*	**%*
		b		b	
Goods / business supplies / large packets ordered via lorry	*	-	*	*	-
	****%***	*-%*	**%*	**%*	*-%*
Refused	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
None of These	**136**	24	18	41	53
	7%	*5%*	*4%*	*8%*	*11%*
				ab	**ab**
Other	**14**	2	4	6	2
	1%	**%*	*1%*	*1%*	**%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Don't Know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Net: (Large) Letters, Packets and parcels	**1661**	418	438	413	392
	83%	*84%*	*88%*	*83%*	*78%*
		d	**cd**		
Net: Bulk mailings	**496**	152	153	117	74
	25%	*30%*	*31%*	*23%*	*15%*
		cd	**cd**	d	

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**1580**	968	391	133	88	-	612	299	272	102	52	130
Weighted total	**1501**	1430	45	15	11	-	71	439	348	94	37	49
0-24%	**279**	267	8	2	1	**	11	79	76	22	7	9
	19%	*19%*	*18%*	*13%*	*13%*	**	*16%*	*18%*	*22%*	*23%*	*20%*	*19%*
25-49%	**155**	149	4	1	1	**	6	36	43	7	3	9
	10%	*10%*	*9%*	*10%*	*5%*	**	*9%*	*8%*	*12%*	*8%*	*8%*	*19%*
												ac
50-74%	**211**	197	9	3	2	**	15	62	34	8	2	8
	14%	*14%*	*20%*	*23%*	*18%*	**	*20%*	*14%*	*10%*	*8%*	*7%*	*16%*
			a	a			a					
75-100%	**856**	817	24	8	7	**	39	263	194	58	24	23
	57%	*57%*	*53%*	*54%*	*63%*	**	*55%*	*60%*	*56%*	*61%*	*65%*	*46%*
								e		e	e	
Answered	**1501**	1430	45	15	11	**	71	439	348	94	37	49
Mean	**67.30**	67.34	65.13	68.17	69.75	**	66.48	69.87	64.41	65.92	68.43	60.02
								e				

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1580**	93	76	207	42	100	193	113	94	91	1009	174	181	216
Weighted total	**1501**	126	121	263	51	127	232	138	120	112	1291	66	68	75
0-24%	**279**	26	31	44	**	28	40	16	28	24	243	11	11	13
	19%	*20%*	*26%*	*17%*	**	*22%*	*17%*	*12%*	*23%*	*22%*	*19%*	*17%*	*16%*	*17%*
			g						g					
25-49%	**155**	11	15	31	**	8	24	20	6	18	137	5	6	7
	10%	*9%*	*13%*	*12%*	**	*6%*	*11%*	*14%*	*5%*	*16%*	*11%*	*8%*	*9%*	*10%*
								h		**ehk**				
50-74%	**211**	25	21	48	**	10	26	21	11	10	179	9	12	12
	14%	*20%*	*17%*	*18%*	**	*8%*	*11%*	*16%*	*9%*	*9%*	*14%*	*14%*	*17%*	*15%*
		efhi		**efhi**									e	
75-100%	**856**	64	53	140	**	82	142	81	76	59	732	41	39	43
	57%	*51%*	*44%*	*53%*	**	*64%*	*61%*	*58%*	*63%*	*53%*	*57%*	*61%*	*58%*	*58%*
					b	b	b		b		b	b	b	b
Answered	**1501**	126	121	263	**	127	232	138	120	112	1291	66	68	75
Mean	**67.30**	64.52	58.97	66.88	**	69.43	68.74	70.94	68.44	62.64	67.00	70.19	69.92	67.58
					b		b	b				b	b	

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1580**	112	60	197	39	93	201	95	96	105	998	180	186	216
Weighted total	**1501**	158	96	250	46	107	253	115	127	131	1282	71	72	75
0-24%	**279**	24	27	37	**	24	48	15	32	29	242	14	10	13
	19%	*16%*	*28%*	*15%*	**	*22%*	*19%*	*13%*	*25%*	*22%*	*19%*	*19%*	*14%*	*18%*
			acgl						**cgl**					
25-49%	**155**	17	11	31	**	8	22	20	6	22	137	5	6	7
	10%	*11%*	*11%*	*12%*	**	*7%*	*9%*	*17%*	*4%*	*17%*	*11%*	*7%*	*8%*	*10%*
		d	d	**dh**				**defhkl**		**defhjkl**	d			
50-74%	**211**	29	19	42	**	9	32	19	11	12	176	9	14	12
	14%	*19%*	*19%*	*17%*	**	*9%*	*13%*	*17%*	*8%*	*9%*	*14%*	*13%*	*20%*	*16%*
		eh	h										**dehij**	
75-100%	**856**	86	39	140	**	66	152	61	79	67	728	43	42	43
	57%	*55%*	*41%*	*56%*	**	*61%*	*60%*	*53%*	*62%*	*51%*	*57%*	*61%*	*58%*	*57%*
				babcefghijk		b	b		b		b	b	b	b
					lm									
Answered	**1501**	158	96	250	**	107	253	115	127	131	1282	71	72	75
Mean	**67.30**	67.05	56.61	69.01	**	67.74	68.44	67.84	67.40	61.48	67.02	68.72	70.85	67.28
				b	**abcfgijm**		b	b			b	b	**bi**	b

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1580	36	144	31	139	351	66	84	714	1184	396	1379	201	1525	55
Weighted total	1501	31	138	27	124	419	51	78	619	1207	294	1347	153	1432	68
0-24%	279	**	38	**	19	130	3	4	75	235	43	256	22	274	5
	19%	**	*27%*	**	*15%*	*31%*	*6%*	*5%*	*12%*	*19%*	*15%*	*19%*	*15%*	*19%*	*7%*
			adfgh		g	**adfgh**			g	b				b	
25-49%	155	**	27	**	4	53	*	2	59	112	42	143	12	149	6
	10%	**	*20%*	**	*3%*	*13%*	*%*	*3%*	*10%*	*9%*	*14%*	*11%*	*8%*	*10%*	*9%*
		dfg	**defgh**	f		**dfg**			**dfg**		a				
50-74%	211	**	17	**	19	51	6	18	83	164	48	188	24	203	8
	14%	**	*12%*	**	*16%*	*12%*	*13%*	*23%*	*13%*	*14%*	*16%*	*14%*	*15%*	*14%*	*12%*
								beh							
75-100%	856	**	56	**	82	186	41	54	402	696	160	760	95	806	50
	57%	**	*41%*	**	*66%*	*44%*	*81%*	*69%*	*65%*	*58%*	*55%*	*56%*	*62%*	*56%*	*73%*
		be			**be**		**bcdeh**	**be**	**be**						a
Answered	1501	**	138	**	124	419	51	78	619	1207	294	1347	153	1432	68
Mean	67.30	**	55.60	**	73.50	56.31	85.44	79.69	73.09	67.46	66.65	66.79	71.81	66.74	79.11
		be		**be**	**be**		**abcdeh**	**be**	**be**						a

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1580**	887	277	404	1130	374	64	8	4	-	-	-	1504	76	410	720	450
Weighted total	**1501**	830	279	377	1168	283	43	5	2	-	-	-	1450	50	481	686	333
0-24%	**279**	97	64	114	157	97	22	**	**	**	**	**	254	24	38	119	121
	19%	*12%*	*23%*	*30%*	*13%*	*34%*	*51%*	**	**	**	**	**	*18%*	*49%*	*8%*	*17%*	*36%*
			a	**ab**		**ai**	**abi**						a	**abi**		a	**ab**
25-49%	**155**	49	38	65	91	49	11	**	**	**	**	**	140	15	11	80	64
	10%	*6%*	*14%*	*17%*	*8%*	*17%*	*26%*	**	**	**	**	**	*10%*	*30%*	*2%*	*12%*	*19%*
			a	a		**ai**	**ai**							**abi**		a	**ab**
50-74%	**211**	122	35	51	165	44	2	**	**	**	**	**	208	3	52	113	47
	14%	*15%*	*13%*	*14%*	*14%*	*15%*	*5%*	**	**	**	**	**	*14%*	*6%*	*11%*	*16%*	*14%*
					cj	**cj**							**cj**			a	
75-100%	**856**	563	141	146	755	93	8	**	**	**	**	**	848	8	381	374	100
	57%	*68%*	*51%*	*39%*	*65%*	*33%*	*18%*	**	**	**	**	**	*58%*	*16%*	*79%*	*55%*	*30%*
		bc	c		**bcij**	**cj**							**bcj**		**bc**	c	
Answered	**1501**	830	279	377	1168	283	43	**	**	**	**	**	1450	50	481	686	333
Mean	**67.30**	76.22	61.12	52.51	73.55	47.67	33.08	**	**	**	**	**	68.50	32.43	84.67	65.75	45.37
		bc	c		**bcij**	**cj**							**bcj**		**bc**	c	

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1580**	1488	994	1580	613	517	1038	1377	98	45	44	10	6	-	580	15	10	6	1	1	-	2
Weighted total	**1501**	1381	862	1501	574	403	910	1372	71	27	22	4	4	-	554	11	5	3	*	*	-	1
0-24%	**279**	243	181	279	193	93	228	250	9	**	**	**	**	**	181	**	**	**	**	**	**	**
	19%	*18%*	*21%*	*19%*	*34%*	*23%*	*25%*	*18%*	*12%*	**	**	**	**	**	*33%*	**	**	**	**	**	**	**
			a		**abcef**	**ac**	**abc**			**ab**	b											
25-49%	**155**	127	122	155	126	60	127	135	10	**	**	**	**	**	119	**	**	**	**	**	**	**
	10%	*9%*	*14%*	*10%*	*22%*	*15%*	*14%*	*10%*	*14%*	**	**	**	**	**	*22%*	**	**	**	**	**	**	**
			ac		**abcef**	**ac**	**ac**				a											
50-74%	**211**	198	151	211	102	82	160	197	11	**	**	**	**	**	101	**	**	**	**	**	**	**
	14%	*14%*	*18%*	*14%*	*18%*	*20%*	*18%*	*14%*	*16%*	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
			ac		**ac**	**ac**	**ac**	d	d													
75-100%	**856**	813	408	856	154	168	395	791	41	**	**	**	**	**	152	**	**	**	**	**	**	**
	57%	*59%*	*47%*	*57%*	*27%*	*42%*	*43%*	*58%*	*58%*	**	**	**	**	**	*28%*	**	**	**	**	**	**	**
		bdef	**de**	**bdef**		d	d	d														
Answered	**1501**	1381	862	1501	574	403	910	1372	71	**	**	**	**	**	554	**	**	**	**	**	**	**
Mean	**67.30**	68.74	60.75	67.30	44.33	56.09	56.36	67.90	67.84	**	**	**	**	**	45.05	**	**	**	**	**	**	**
		bdef	**def**	**bdef**		d	d	**cd**	**cd**													

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**1580**	399	378	441	350	12	191	136	151	129	6	346	30	232	1427	153
Weighted total	**1501**	476	388	421	201	14	201	123	128	117	4	372	20	175	1353	148
0-24%	**279**	81	71	95	30	**	34	30	59	69	**	165	**	21	192	87
	19%	*17%*	*18%*	*23%*	*15%*	**	*17%*	*25%*	*46%*	*59%*	**	*44%*	**	*12%*	*14%*	*59%*
				ad					**ab**	**abc**		**bc**				a
25-49%	**155**	36	36	50	31	**	32	32	38	20	**	91	**	32	137	18
	10%	*8%*	*9%*	*12%*	*15%*	**	*16%*	*26%*	*30%*	*17%*	**	*25%*	**	*18%*	*10%*	*12%*
				a	**ab**			a	**ad**			b		b		
50-74%	**211**	49	43	70	44	**	43	28	12	18	**	54	**	38	198	13
	14%	*10%*	*11%*	*17%*	*22%*	**	*21%*	*23%*	*9%*	*16%*	**	*15%*	**	*22%*	*15%*	*9%*
				ab	**ab**		c	c					a	a		
75-100%	**856**	310	238	206	96	**	93	33	19	9	**	61	**	84	826	30
	57%	*65%*	*61%*	*49%*	*48%*	**	*46%*	*27%*	*15%*	*8%*	**	*16%*	**	*48%*	*61%*	*20%*
		cd	**cd**				**bcd**	**cd**					a	a	b	
Answered	**1501**	476	388	421	201	**	201	123	128	117	**	372	**	175	1353	148
Mean	**67.30**	73.05	69.47	60.95	63.35	**	60.24	46.96	31.84	28.23	**	35.22	**	62.24	71.03	33.17
		cd	**cd**				**bcd**	**cd**					a	a	b	

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1580**	1525	55	431	182	1506	74	425	188	385	1397	211	2
Weighted total	**1501**	1450	50	390	184	1432	69	388	186	323	1288	145	1
0-24%	**279**	265	13	93	100	250	28	95	98	60	217	41	**
	19%	*18%*	*27%*	*24%*	*54%*	*17%*	*41%*	*24%*	*53%*	*19%*	*17%*	*28%*	**
					a		a		a			**ab**	
25-49%	**155**	150	5	94	32	148	7	91	35	51	122	25	**
	10%	*10%*	*9%*	*24%*	*17%*	*10%*	*10%*	*23%*	*19%*	*16%*	*10%*	*17%*	**
										b		b	
50-74%	**211**	205	6	74	28	205	7	73	28	51	184	29	**
	14%	*14%*	*13%*	*19%*	*15%*	*14%*	*9%*	*19%*	*15%*	*16%*	*14%*	*20%*	**
												b	
75-100%	**856**	830	26	129	24	829	27	129	25	161	765	50	**
	57%	*57%*	*52%*	*33%*	*13%*	*58%*	*39%*	*33%*	*13%*	*50%*	*59%*	*35%*	**
				b		b		b		c	**ac**		
Answered	**1501**	1450	50	390	184	1432	69	388	186	323	1288	145	**
Mean	**67.30**	67.50	61.41	50.39	31.48	68.15	49.55	50.32	31.82	62.72	69.20	52.52	**
				b		b		b		c	**ac**		

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**1580**	322	870	142	-	403	414	145	3	1441	957	514	1249	1041	38
Weighted total	**1501**	283	736	110	-	402	369	129	*	1336	835	472	1180	914	18
0-24%	**279**	63	150	31	**	150	105	60	**	232	175	146	222	165	**
	19%	*22%*	*20%*	*28%*	**	*37%*	*29%*	*47%*	**	*17%*	*21%*	*31%*	*19%*	*18%*	**
				b		b		b			a	**ab**			**ab**
25-49%	**155**	60	94	23	**	90	87	32	**	123	117	108	120	99	**
	10%	*21%*	*13%*	*21%*	**	*22%*	*24%*	*25%*	**	*9%*	*14%*	*23%*	*10%*	*11%*	**
		b		b							a	**ab**		c	
50-74%	**211**	45	134	20	**	66	70	20	**	191	148	83	168	135	**
	14%	*16%*	*18%*	*18%*	**	*16%*	*19%*	*15%*	**	*14%*	*18%*	*18%*	*14%*	*15%*	**
											a				
75-100%	**856**	115	357	36	**	96	106	17	**	790	395	135	670	515	**
	57%	*41%*	*49%*	*33%*	**	*24%*	*29%*	*13%*	**	*59%*	*47%*	*29%*	*57%*	*56%*	**
			ac			c	c			**bc**	c				
Answered	**1501**	283	736	110	**	402	369	129	**	1336	835	472	1180	914	**
Mean	**67.30**	55.67	61.74	50.82	**	41.26	47.12	33.54	**	69.00	60.80	46.25	66.94	66.91	**
			ac			c	**ac**			**bc**	c		c	c	

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**1580**	379	274	285	73	78	1165	1003	73	13	25	8	1535	1346	1543	1288	1546
Weighted total	**1501**	346	245	271	75	72	1099	886	65	11	26	7	1450	1218	1457	1182	1465
0-24%	**279**	104	55	96	39	31	200	166	9	**	**	**	262	236	263	254	279
	19%	*30%*	*23%*	*35%*	*52%*	*42%*	*18%*	*19%*	*14%*	**	**	**	*18%*	*19%*	*18%*	*22%*	*19%*
		b		b	**abc**	**ab**										**ac**	
25-49%	**155**	78	70	71	18	19	114	89	6	**	**	**	151	136	153	144	151
	10%	*22%*	*29%*	*26%*	*23%*	*27%*	*10%*	*10%*	*10%*	**	**	**	*10%*	*11%*	*10%*	*12%*	*10%*
50-74%	**211**	62	52	36	7	14	154	131	14	**	**	**	206	181	206	169	210
	14%	*18%*	*21%*	*13%*	*9%*	*19%*	*14%*	*15%*	*22%*	**	**	**	*14%*	*15%*	*14%*	*14%*	*14%*
			cd														
75-100%	**856**	103	68	68	12	8	632	500	36	**	**	**	832	666	835	615	825
	57%	*30%*	*28%*	*25%*	*16%*	*11%*	*57%*	*56%*	*55%*	**	**	**	*57%*	*55%*	*57%*	*52%*	*56%*
		de	**de**	e									d		d		d
Answered	**1501**	346	245	271	75	72	1099	886	65	**	**	**	1450	1218	1457	1182	1465
Mean	**67.30**	47.33	47.89	41.77	33.10	35.90	67.48	66.72	70.78	**	**	**	67.57	65.43	67.55	63.36	66.75
		cde	**cde**	d									d		d		d

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**1580**	935	1523	379	12	1284	54	250	1282	274	14	75	255	188	1108	277
Weighted total	**1501**	860	1441	323	11	1204	61	246	1208	266	16	74	238	174	1070	254
0-24%	**279**	191	265	83	**	215	14	55	212	102	**	40	84	61	165	53
	19%	*22%*	*18%*	*26%*	**	*18%*	*22%*	*22%*	*18%*	*38%*	**	*54%*	*35%*	*35%*	*15%*	*21%*
		b		b								b		**bc**		b
25-49%	**155**	112	152	47	**	121	6	34	117	49	**	20	36	34	97	24
	10%	*13%*	*11%*	*14%*	**	*10%*	*11%*	*14%*	*10%*	*18%*	**	*27%*	*15%*	*19%*	*9%*	*10%*
				b								b		**bc**		
50-74%	**211**	128	200	39	**	173	6	32	173	40	**	1	39	19	161	30
	14%	*15%*	*14%*	*12%*	**	*14%*	*10%*	*13%*	*14%*	*15%*	**	*2%*	*16%*	*11%*	*15%*	*12%*
													a			
75-100%	**856**	429	825	155	**	694	34	126	705	76	**	12	78	61	646	146
	57%	*50%*	*57%*	*48%*	**	*58%*	*57%*	*51%*	*58%*	*28%*	**	*17%*	*33%*	*35%*	*60%*	*58%*
			ac						a				a		a	a
Answered	**1501**	860	1441	323	**	1204	61	246	1208	266	**	74	238	174	1070	254
Mean	**67.30**	62.05	67.41	59.59	**	67.95	66.97	62.27	68.51	44.26	**	30.12	47.93	49.37	70.37	66.45
			ac						a				a		a	a

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1580**	172	90	1300	908	672
Weighted total	**1501**	183	94	1214	858	643
0-24%	**279**	71	28	177	146	133
	19%	*39%*	*29%*	*15%*	*17%*	*21%*
		c	c			
25-49%	**155**	35	18	100	92	63
	10%	*19%*	*19%*	*8%*	*11%*	*10%*
		c	c			
50-74%	**211**	28	15	169	113	98
	14%	*15%*	*16%*	*14%*	*13%*	*15%*
75-100%	**856**	50	34	769	508	348
	57%	*27%*	*36%*	*63%*	*59%*	*54%*
				ab	b	
Answered	**1501**	183	94	1214	858	643
Mean	**67.30**	45.14	49.70	72.11	68.54	65.64
				ab		

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1580**	151	116	137	181	140	87	129	107	165	138	127	102
Weighted total	**1501**	130	130	126	161	146	85	97	105	172	130	134	85
0-24%	**279**	30	30	25	29	39	18	11	15	25	20	21	15
	19%	*23%*	*23%*	*20%*	*18%*	*27%*	*22%*	*12%*	*15%*	*14%*	*16%*	*15%*	*17%*
		g	g			**ghijk**	g						
25-49%	**155**	17	15	20	19	17	10	4	13	18	12	4	6
	10%	*13%*	*11%*	*16%*	*12%*	*11%*	*12%*	*5%*	*12%*	*10%*	*9%*	*3%*	*7%*
		gk	k	**gkl**	**gk**	**gk**	**gk**		**gk**	k	k		
50-74%	**211**	11	17	16	27	26	14	15	14	29	18	18	6
	14%	*9%*	*13%*	*13%*	*17%*	*18%*	*17%*	*16%*	*13%*	*17%*	*14%*	*14%*	*7%*
					al	**al**	l	l		**al**			
75-100%	**856**	72	68	65	86	64	42	66	63	101	79	91	59
	57%	*55%*	*53%*	*52%*	*53%*	*44%*	*49%*	*68%*	*60%*	*59%*	*61%*	*68%*	*69%*
								abcdef	e	e	e	**abcdef**	**abcdef**
Answered	**1501**	130	130	126	161	146	85	97	105	172	130	134	85
Mean	**67.30**	64.24	64.04	63.72	64.25	56.91	64.09	75.86	70.75	70.63	70.87	74.51	71.63
								abcdef	e	e	e	**abcdef**	e

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1580**	404	408	401	367
Weighted total	**1501**	386	392	373	349
0-24%	**279**	84	87	52	56
	19%	*22%*	*22%*	*14%*	*16%*
		cd	**cd**		
25-49%	**155**	52	46	35	22
	10%	*13%*	*12%*	*9%*	*6%*
		d	d		
50-74%	**211**	44	68	57	42
	14%	*11%*	*17%*	*15%*	*12%*
			ad		
75-100%	**856**	206	192	230	228
	57%	*53%*	*49%*	*62%*	*65%*
				ab	**ab**
Answered	**1501**	386	392	373	349
Mean	**67.30**	64.00	61.48	72.02	72.45
				ab	**ab**

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	**743**	462	175	58	48	-	281	137	131	47	26	83
Weighted total	**735**	701	21	7	6	-	34	212	163	57	19	36
0-24%	**216**	198	10	4	**	**	18	54	40	**	**	11
	29%	*28%*	*47%*	*59%*	**	**	*53%*	*25%*	*25%*	**	**	*30%*
			a	a	**ab**		a					
25-49%	**99**	93	4	1	**	**	6	29	15	**	**	11
	13%	*13%*	*18%*	*20%*	**	**	*18%*	*14%*	*9%*	**	**	*29%*
												abc
50-74%	**153**	148	3	1	**	**	5	37	51	**	**	3
	21%	*21%*	*14%*	*13%*	**	**	*13%*	*18%*	*31%*	**	**	*10%*
		bf							**ae**			
75-100%	**267**	262	4	1	**	**	5	92	57	**	**	12
	36%	*37%*	*21%*	*9%*	**	**	*16%*	*43%*	*35%*	**	**	*32%*
		bcdf	**cd**									
Answered	**735**	701	21	7	**	**	34	212	163	**	**	36
Mean	**52.55**	53.51	36.92	27.73	**	**	32.73	57.94	54.45	**	**	45.21
		bcdf	d					e	e			

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total	**735**	74	67	115	15	63	121	63	60	65	645	27	30	32
0-24%	**216**	22	**	31	**	**	45	18	**	14	182	8	10	16
	29%	*29%*	**	*27%*	**	**	*37%*	*28%*	**	*22%*	*28%*	*28%*	*35%*	*49%*
														abcghijk
25-49%	**99**	10	**	21	**	**	12	14	**	10	89	3	5	2
	13%	*13%*	**	*18%*	**	**	*10%*	*22%*	**	*16%*	*14%*	*12%*	*15%*	*5%*
		e	**em**	**em**			e	**em**	e	**em**	**em**	e	**em**	
50-74%	**153**	18	**	31	**	**	20	12	**	9	134	5	7	6
	21%	*25%*	**	*27%*	**	**	*17%*	*19%*	**	*14%*	*21%*	*20%*	*23%*	*19%*
75-100%	**267**	25	**	32	**	**	44	20	**	31	240	11	8	9
	36%	*33%*	**	*28%*	**	**	*37%*	*32%*	**	*49%*	*37%*	*40%*	*27%*	*28%*
			clm						**clm**	**clm**				
Answered	**735**	74	**	115	**	**	121	63	**	65	645	27	30	32
Mean	**52.55**	49.49	**	49.39	**	**	49.82	49.85	**	59.22	53.18	57.67	46.41	41.46
			clm			m			m	**lm**	m	m		

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	63	35	90	13	48	103	43	50	53	498	76	85	84
Weighted total	**735**	80	61	107	13	58	141	54	58	68	641	32	30	33
0-24%	**216**	26	**	25	**	**	56	**	**	14	180	10	10	16
	29%	*32%*	**	*23%*	**	**	*40%*	**	**	*21%*	*28%*	*30%*	*35%*	*49%*
							bcgij						**babceghij**	
														k
25-49%	**99**	12	**	23	**	**	10	**	**	10	89	3	5	2
	13%	*15%*	**	*22%*	**	**	*7%*	**	**	*15%*	*14%*	*11%*	*15%*	*5%*
		m	m	**efhm**				**efhjkm**		m	m		m	
50-74%	**153**	21	**	27	**	**	24	**	**	12	134	6	7	6
	21%	*26%*	**	*25%*	**	**	*17%*	**	**	*18%*	*21%*	*18%*	*23%*	*19%*
75-100%	**267**	22	**	32	**	**	51	**	**	31	237	13	8	9
	36%	*28%*	**	*30%*	**	**	*36%*	**	**	*46%*	*37%*	*41%*	*27%*	*28%*
			aclm						**alm**	**alm**				
Answered	**735**	80	**	107	**	**	141	**	**	68	641	32	30	33
Mean	**£2.55**	47.45	**	50.48	**	**	47.68	**	**	59.26	53.15	57.44	46.41	41.59
			acfgjlm			m			m	**flm**	m	m		

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	743	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total	735	12	123	8	46	297	9	23	209	583	152	675	60	717	18
0-24%	216	**	14	**	25	81	**	**	64	169	47	193	23	213	**
	29%	**	*12%*	**	*55%*	*27%*	**	**	*31%*	*29%*	*31%*	*29%*	*39%*	*30%*	**
					beh	b			b						
25-49%	99	**	14	**	10	32	**	**	35	78	21	92	7	98	**
	13%	**	*11%*	**	*22%*	*11%*	**	**	*17%*	*13%*	*14%*	*14%*	*11%*	*14%*	**
					e										
50-74%	153	**	27	**	5	63	**	**	50	116	36	137	15	150	**
	21%	**	*22%*	**	*12%*	*21%*	**	**	*24%*	*20%*	*24%*	*20%*	*26%*	*21%*	**
75-100%	267	**	68	**	5	121	**	**	59	219	48	253	14	256	**
	36%	**	*55%*	**	*11%*	*41%*	**	**	*28%*	*38%*	*32%*	*37%*	*24%*	*36%*	**
			deh			dh			d			b			
Answered	735	**	123	**	46	297	**	**	209	583	152	675	60	717	**
Mean	52.55	**	68.26	**	28.17	55.98	**	**	48.18	53.02	50.78	53.37	43.38	52.16	**
			deh			dh			d			b			

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**743**	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total	**735**	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
0-24%	**216**	78	48	90	155	55	6	**	**	**	**	**	209	6	20	134	61
	29%	*28%*	*34%*	*30%*	*35%*	*22%*	*15%*	**	**	**	**	**	*30%*	*14%*	*28%*	*37%*	*21%*
					bcj								**bcj**			c	
25-49%	**99**	46	16	37	50	44	5	**	**	**	**	**	93	6	10	40	49
	13%	*16%*	*11%*	*12%*	*11%*	*17%*	*12%*	**	**	**	**	**	*14%*	*12%*	*14%*	*11%*	*16%*
						a											b
50-74%	**153**	55	37	59	94	48	7	**	**	**	**	**	141	11	12	82	59
	21%	*20%*	*26%*	*19%*	*22%*	*19%*	*18%*	**	**	**	**	**	*21%*	*24%*	*17%*	*22%*	*20%*
75-100%	**267**	102	42	118	138	106	22	**	**	**	**	**	244	23	30	108	129
	36%	*36%*	*29%*	*39%*	*32%*	*42%*	*55%*	**	**	**	**	**	*35%*	*50%*	*41%*	*30%*	*43%*
						a	**ai**							**ai**			b
Answered	**735**	281	144	303	436	253	41	**	**	**	**	**	689	46	72	364	299
Mean	**52.55**	52.24	48.45	53.94	48.27	57.64	65.74	**	**	**	**	**	51.71	65.12	54.78	46.97	58.80
						ai	**ai**							**ai**			b

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total	**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
0-24%	**216**	185	164	205	216	83	167	179	**	**	**	**	**	**	214	**	**	**	**	**	**	**
	29%	*38%*	*36%*	*36%*	*29%*	*35%*	*34%*	*35%*	**	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
		d	d	d					a													
25-49%	**99**	79	79	88	99	45	78	78	**	**	**	**	**	**	95	**	**	**	**	**	**	**
	13%	*16%*	*17%*	*15%*	*13%*	*19%*	*16%*	*15%*	**	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
						d																
50-74%	**153**	112	114	137	153	48	109	125	**	**	**	**	**	**	146	**	**	**	**	**	**	**
	21%	*23%*	*25%*	*24%*	*21%*	*21%*	*22%*	*24%*	**	**	**	**	**	**	*21%*	**	**	**	**	**	**	**
75-100%	**267**	114	104	143	267	59	142	132	**	**	**	**	**	**	252	**	**	**	**	**	**	**
	36%	*23%*	*22%*	*25%*	*36%*	*25%*	*29%*	*26%*	**	**	**	**	**	**	*36%*	**	**	**	**	**	**	**
					abcef		**ab**	b														
Answered	**735**	489	462	574	735	235	496	513	**	**	**	**	**	**	707	**	**	**	**	**	**	**
Mean	**52.55**	42.29	43.18	44.31	52.55	43.02	46.76	45.03	**	**	**	**	**	**	51.74	**	**	**	**	**	**	**
					abcef		a	b														

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**743**	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	**735**	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
0-24%	**216**	36	42	73	52	**	119	52	30	14	**	93	**	109	194	22
	29%	*31%*	*33%*	*36%*	*43%*	**	*47%*	*32%*	*17%*	*11%*	**	*19%*	**	*54%*	*35%*	*12%*
					a		**bcd**	**cd**					a	**ab**	b	
25-49%	**99**	13	19	28	26	**	40	18	21	18	**	58	**	34	86	12
	13%	*11%*	*15%*	*14%*	*22%*	**	*16%*	*11%*	*12%*	*13%*	**	*12%*	**	*17%*	*15%*	*7%*
					ac										b	
50-74%	**153**	27	28	54	27	**	36	42	46	27	**	116	**	30	122	31
	21%	*23%*	*22%*	*27%*	*23%*	**	*14%*	*26%*	*26%*	*20%*	**	*24%*	**	*15%*	*22%*	*17%*
								a	a			**bc**				
75-100%	**267**	42	39	45	15	**	60	48	78	77	**	221	**	28	154	113
	36%	*36%*	*30%*	*23%*	*13%*	**	*23%*	*30%*	*45%*	*56%*	**	*45%*	**	*14%*	*28%*	*64%*
		cd	d	d					**ab**	**abc**		c	c			a
Answered	**735**	118	128	201	121	**	256	160	174	137	**	489	**	201	557	178
Mean	**52.55**	50.38	45.91	44.55	36.21	**	38.70	49.39	62.32	68.04	**	61.09	**	31.20	46.45	71.63
		d	d	d				a	**ab**	**ab**		c	c			a

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**743**	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	**735**	545	29	492	243	532	42	486	249	184	441	88	-
0-24%	**216**	201	**	177	39	199	**	177	39	71	168	17	**
	29%	*37%*	**	*36%* b	*16%*	*37%* b	**	*36%* b	*16%*	*38%* c	*38%* c	*19%*	**
25-49%	**99**	84	**	71	28	84	**	69	30	31	77	14	**
	13%	*15%*	**	*14%*	*11%*	*16%*	**	*14%*	*12%*	*17%*	*17%*	*16%*	**
50-74%	**153**	125	**	99	54	121	**	97	56	50	93	32	**
	21%	*23%*	**	*20%*	*22%*	*23%*	** a	*20%*	*22%*	*27%*	*21%*	*37%* b	**
75-100%	**267**	135	**	145	122	128	**	144	124	33	103	24	**
	36%	*25%*	**	*30%*	*50%* a	*24%*	**	*30%*	*50%* a	*18%*	*23%*	*27%* a	**
Answered	**735**	545	**	492	243	532	**	486	249	184	441	88	**
Mean	**£2.55**	43.76	**	46.93	63.95 a	43.19	** a	46.89	63.63 a	39.81	41.96	52.87 **ab**	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**743**	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total	**735**	193	378	82	-	529	459	175	*	462	445	587	442	354	11
0-24%	**216**	68	135	17	**	139	147	20	**	181	162	193	165	139	**
	29%	*35%*	*36%*	*20%*	**	*26%*	*32%*	*12%*	**	*39%*	*37%*	*33%*	*37%*	*39%*	**
		c	c			c	**ac**			c					
25-49%	**99**	40	69	18	**	72	73	23	**	75	75	82	66	63	**
	13%	*21%*	*18%*	*22%*	**	*14%*	*16%*	*13%*	**	*16%*	*17%*	*14%*	*15%*	*18%*	**
50-74%	**153**	46	93	26	**	107	98	46	**	101	107	119	100	75	**
	21%	*24%*	*25%*	*32%*	**	*20%*	*21%*	*26%*	**	*22%*	*24%*	*20%*	*23%*	*21%*	**
75-100%	**267**	39	81	22	**	211	141	85	**	105	100	193	111	77	**
	36%	*20%*	*21%*	*26%*	**	*40%*	*31%*	*49%*	**	*23%*	*23%*	*33%*	*25%*	*22%*	**
						b		**ab**				**ab**			
Answered	**735**	193	378	82	**	529	459	175	**	462	445	587	442	354	**
Mean	**52.55**	42.50	42.36	50.16	**	55.07	48.66	64.28	**	41.66	42.96	49.77	43.81	41.09	**
				ab		b		**ab**				**ab**			

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total	**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
0-24%	**216**	139	91	97	15	9	151	132	**	**	**	**	212	192	212	198	213
	29%	*35%*	*31%*	*28%*	*15%*	*11%*	*33%*	*33%*	**	**	**	**	*30%*	*31%*	*30%*	*30%*	*30%*
		cde	**de**	**de**													
25-49%	**99**	52	50	48	11	16	68	64	**	**	**	**	95	78	95	89	97
	13%	*13%*	*17%*	*14%*	*11%*	*18%*	*15%*	*16%*	**	**	**	**	*14%*	*13%*	*13%*	*13%*	*13%*
50-74%	**153**	94	71	74	27	30	95	82	**	**	**	**	148	135	150	140	151
	21%	*23%*	*24%*	*21%*	*28%*	*35%*	*21%*	*21%*	**	**	**	**	*21%*	*22%*	*21%*	*21%*	*21%*
						ac											
75-100%	**267**	116	79	133	44	31	146	118	**	**	**	**	244	204	245	243	261
	36%	*29%*	*27%*	*38%*	*46%*	*36%*	*32%*	*30%*	**	**	**	**	*35%*	*34%*	*35%*	*36%*	*36%*
				ab	**ab**												
Answered	**735**	400	291	352	97	87	460	396	**	**	**	**	698	610	702	669	721
Mean	**52.55**	47.06	47.49	53.28	62.31	58.14	48.25	47.34	**	**	**	**	51.58	50.55	51.67	52.06	52.33
				ab	**abc**	**ab**											

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**743**	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	**735**	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
0-24%	**216**	135	210	42	**	170	**	33	175	56	**	15	50	31	148	36
	29%	*27%*	*30%* c	*21%*	**	*31%*	**	*22%*	*34%* a	*19%*	**	*18%*	*20%*	*20%*	*32%* a	*33%* a
25-49%	**99**	58	90	20	**	74	**	16	79	47	**	5	44	23	63	13
	13%	*12%*	*13%*	*10%*	**	*14%*	**	*10%*	*15%*	*16%*	**	*6%*	*18%* a	*14%*	*14%*	*12%*
50-74%	**153**	106	149	52	**	110	**	36	103	64	**	16	59	34	102	17
	21%	*22%*	*21%*	*27%*	**	*20%*	**	*23%*	*20%*	*22%*	**	*18%*	*24%*	*21%*	*22%*	*16%*
75-100%	**267**	192	248	83	**	189	**	69	165	123	**	50	97	71	153	43
	36%	*39%*	*36%*	*42%*	**	*35%*	**	*45%* b	*32%*	*42%*	**	*58%* b	*39%*	*45%* b	*33%*	*39%*
Answered	**735**	491	698	198	**	543	**	154	522	290	**	86	250	159	467	109
Mean	**52.55**	54.55	51.93	58.75 b	**	51.28	**	60.24 b	48.30	58.28	**	67.17 b	56.58	60.35 **bc**	50.36	50.69

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**743**	169	69	497	409	334
Weighted total	**735**	196	76	457	380	354
0-24%	**216**	30	10	176	125	91
	29%	*15%*	*13%*	*38%*	*33%*	*26%*
				ab	b	
25-49%	**99**	24	9	66	53	46
	13%	*12%*	*12%*	*14%*	*14%*	*13%*
50-74%	**153**	43	21	89	83	70
	21%	*22%*	*27%*	*19%*	*22%*	*20%*
75-100%	**267**	100	36	127	120	147
	36%	*51%*	*47%*	*28%*	*32%*	*42%*
		c	c			a
Answered	**735**	196	76	457	380	354
Mean	**52.55**	64.48	64.07	45.14	48.58	56.82
		c	c			a

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total	**735**	67	74	54	88	90	58	46	52	63	59	46	39
0-24%	**216**	20	22	14	29	29	18	12	8	16	11	**	**
	29%	*30%*	*30%*	*26%*	*33%*	*32%*	*30%*	*26%*	*15%*	*25%*	*18%*	**	**
					hj	h						**hjabcdefghij**	
25-49%	**99**	7	6	8	4	15	11	4	10	14	9	**	**
	13%	*11%*	*9%*	*15%*	*5%*	*17%*	*19%*	*9%*	*20%*	*23%*	*16%*	**	**
				dl		**dl**	**dl**		**dl**	**bdl**	**dl**	**dl**	
50-74%	**153**	15	17	13	21	12	6	10	16	16	18	**	**
	21%	*23%*	*22%*	*24%*	*23%*	*14%*	*11%*	*22%*	*32%*	*25%*	*29%*	**	**
		k		**fk**	**fk**				**efkl**	**fk**	**efkl**		
75-100%	**267**	24	29	18	34	34	23	20	17	17	22	**	**
	36%	*36%*	*39%*	*34%*	*39%*	*38%*	*40%*	*43%*	*33%*	*27%*	*37%*	**	**
Answered	**735**	67	74	54	88	90	58	46	52	63	59	**	**
Mean	**52.55**	53.35	54.06	53.50	52.86	49.08	53.54	56.76	57.68	49.93	58.02	**	**
								l	l		l		

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**743**	188	230	167	158
Weighted total	**735**	195	236	160	144
0-24%	**216**	56	75	35	49
	29%	*29%*	*32%*	*22%*	*34%*
			c		c
25-49%	**99**	22	30	29	18
	13%	*11%*	*13%*	*18%*	*12%*
50-74%	**153**	45	39	42	26
	21%	*23%*	*17%*	*26%*	*18%*
				b	
75-100%	**267**	71	91	54	51
	36%	*37%*	*39%*	*34%*	*35%*
Answered	**735**	195	236	160	144
Mean	**52.55**	53.66	51.59	54.38	50.61

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1369**	836	338	118	77	-	533	259	241	92	44	120
Weighted total	**1272**	1211	38	14	9	-	61	358	303	85	26	41
0-24%	**702**	666	21	9	6	**	36	200	167	53	**	24
	55%	*55%*	*54%*	*63%*	*67%*	**	*58%*	*56%*	*55%*	*62%*	**	*60%*
					a							
25-49%	**103**	95	5	2	1	**	8	30	17	4	**	2
	8%	*8%*	*12%*	*13%*	*12%*	**	*13%*	*8%*	*5%*	*5%*	**	*4%*
			a	a			a				**be**	
50-74%	**140**	133	5	2	1	**	7	30	34	8	**	7
	11%	*11%*	*12%*	*11%*	*8%*	**	*11%*	*8%*	*11%*	*10%*	**	*18%*
												ad
75-100%	**328**	317	8	2	1	**	11	98	86	20	**	7
	26%	*26%*	*21%*	*13%*	*14%*	**	*18%*	*27%*	*28%*	*23%*	**	*18%*
		cdf						e	e			
Answered	**1272**	1211	38	14	9	**	61	358	303	85	**	41
Mean	**36.78**	37.02	35.08	27.76	25.66	**	32.02	36.43	38.87	31.94	**	31.88
		cdf	**cd**						d			

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1369**	81	59	156	35	82	169	105	81	81	849	168	163	189
Weighted total	**1272**	110	90	200	50	99	202	137	99	94	1082	62	62	67
0-24%	**702**	54	54	102	**	64	114	75	59	59	604	33	30	35
	55%	*49%*	*60%*	*51%*	**	*64%*	*56%*	*55%*	*59%*	*63%*	*56%*	*52%*	*49%*	*53%*
						l				l				
25-49%	**103**	11	10	22	**	3	10	18	4	4	84	7	5	7
	8%	*10%*	*11%*	*11%*	**	*3%*	*5%*	*13%*	*4%*	*4%*	*8%*	*11%*	*8%*	*11%*
				ef				**efhi**				**ef**		**ef**
50-74%	**140**	18	10	22	**	8	29	10	4	15	121	5	8	6
	11%	*16%*	*12%*	*11%*	**	*8%*	*14%*	*7%*	*5%*	*16%*	*11%*	*7%*	*14%*	*9%*
		hk					**hk**			**hk**			h	
75-100%	**328**	27	16	54	**	25	50	34	31	16	273	18	18	18
	26%	*24%*	*17%*	*27%*	**	*25%*	*25%*	*25%*	*32%*	*17%*	*25%*	*29%*	*29%*	*27%*
					bij				i			i		
Answered	**1272**	110	90	200	**	99	202	137	99	94	1082	62	62	67
Mean	**36.78**	37.78	28.28	39.27	**	32.47	37.62	35.59	34.98	31.46	36.28	38.86	41.75	38.18
				b	**begij**								**bi**	

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1369**	95	48	146	34	74	171	95	86	93	842	173	165	189
Weighted total	**1272**	129	75	186	47	81	220	123	105	109	1076	67	64	66
0-24%	**702**	62	**	94	**	49	132	60	63	65	601	35	31	35
	55%	*48%*	**	*50%*	**	*60%*	*60%*	*49%*	*60%*	*60%*	*56%*	*53%*	*48%*	*52%*
			al				l							
25-49%	**103**	13	**	22	**	3	12	16	4	5	84	7	5	7
	8%	*10%*	**	*12%*	**	*4%*	*5%*	*13%*	*4%*	*5%*	*8%*	*11%*	*8%*	*11%*
				efh				**defh**						
50-74%	**140**	24	**	20	**	5	29	10	4	17	118	5	11	6
	11%	*19%*	**	*11%*	**	*7%*	*13%*	*8%*	*4%*	*16%*	*11%*	*7%*	*17%*	*10%*
		eghjkm					h			**hk**	h		**eghjkm**	
75-100%	**328**	30	**	50	**	24	47	36	34	21	272	20	17	18
	26%	*23%*	**	*27%*	**	*29%*	*21%*	*30%*	*32%*	*19%*	*25%*	*30%*	*27%*	*27%*
					bfi				b					
Answered	**1272**	129	**	186	**	81	220	123	105	109	1076	67	64	66
Mean	**36.78**	38.09	**	39.03	**	36.47	34.13	40.46	35.23	33.10	36.25	39.11	41.45	38.44
		b		b	b			b			b	b	b	b

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**1369**	35	148	32	124	336	51	63	565	992	377	1226	143	1326	43
Weighted total	**1272**	27	138	28	111	380	32	53	488	1012	261	1167	105	1222	50
0-24%	**702**	**	83	**	60	219	14	37	253	562	140	644	58	678	**
	55%	**	*60%*	**	*54%*	*58%*	*45%*	*69%*	*52%*	*55%*	*54%*	*55%*	*55%*	*55%*	**
								afh							
25-49%	**103**	**	8	**	6	17	3	9	52	77	25	89	14	101	**
	8%	**	*6%*	**	*5%*	*4%*	*9%*	*17%*	*11%*	*8%*	*10%*	*8%*	*13%*	*8%*	**
		bcde						**bcde**	e				a		
50-74%	**140**	**	14	**	11	40	3	5	58	107	33	133	7	134	**
	11%	**	*10%*	**	*10%*	*10%*	*11%*	*10%*	*12%*	*11%*	*13%*	*11%*	*7%*	*11%*	**
75-100%	**328**	**	33	**	34	105	11	2	125	266	62	302	26	310	**
	26%	**	*24%*	**	*31%*	*28%*	*36%*	*4%*	*26%*	*26%*	*24%*	*26%*	*24%*	*25%*	**
		g	g	g	g	g	g		g						
Answered	**1272**	**	138	**	111	380	32	53	488	1012	261	1167	105	1222	**
Mean	**36.78**	**	33.46	**	39.58	37.16	47.86	21.67	37.60	37.15	35.31	36.92	35.11	36.40	**
		g	g		g	g	**bg**		g						

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1369**	698	272	388	925	376	58	7	3	-	-	-	1301	68	289	636	444
Weighted total	**1272**	636	260	362	955	281	34	3	*	-	-	-	1235	37	338	617	318
0-24%	**702**	294	165	241	474	202	25	**	**	**	**	**	676	26	135	339	228
	55%	*46%*	*63%*	*67%*	*50%*	*72%*	*73%*	**	**	**	**	**	*55%*	*70%*	*40%*	*55%*	*72%*
			a	a		**ai**	**ai**						a	**ai**		a	**ab**
25-49%	**103**	49	19	32	82	19	2	**	**	**	**	**	100	2	14	68	21
	8%	*8%*	*7%*	*9%*	*9%*	*7%*	*6%*	**	**	**	**	**	*8%*	*6%*	*4%*	*11%*	*7%*
																ac	
50-74%	**140**	86	26	28	107	29	5	**	**	**	**	**	135	5	33	74	34
	11%	*14%*	*10%*	*8%*	*11%*	*10%*	*14%*	**	**	**	**	**	*11%*	*13%*	*10%*	*12%*	*11%*
		c															
75-100%	**328**	207	51	61	292	32	2	**	**	**	**	**	324	4	155	137	35
	26%	*32%*	*20%*	*17%*	*31%*	*11%*	*6%*	**	**	**	**	**	*26%*	*10%*	*46%*	*22%*	*11%*
		bc			**bcij**								**bcj**		**bc**	c	
Answered	**1272**	636	260	362	955	281	34	**	**	**	**	**	1235	37	338	617	318
Mean	**36.78**	44.43	30.53	26.53	41.44	22.57	21.01	**	**	**	**	**	37.15	24.28	53.81	34.67	22.77
		bc			**bcij**								**bcj**		**bc**	c	

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1369**	1054	762	1108	573	618	1272	927	88	40	38	9	6	-	543	12	11	5	1	1	-	2
Weighted total	**1272**	920	635	981	526	496	1180	876	58	26	14	4	4	-	509	8	8	1	*	*	-	1
0-24%	**702**	610	442	654	399	286	648	580	38	**	**	**	**	**	385	**	**	**	**	**	**	**
	55%	*66%*	*70%*	*67%*	*76%*	*58%*	*55%*	*66%*	*65%*	**	**	**	**	**	*76%*	**	**	**	**	**	**	**
		ef	**ef**	**ef**	**abcef**																	
25-49%	**103**	89	64	94	52	43	97	87	6	**	**	**	**	**	52	**	**	**	**	**	**	**
	8%	*10%*	*10%*	*10%*	*10%*	*9%*	*8%*	*10%*	*10%*	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
50-74%	**140**	108	75	119	42	66	130	109	8	**	**	**	**	**	38	**	**	**	**	**	**	**
	11%	*12%*	*12%*	*12%*	*8%*	*13%*	*11%*	*12%*	*13%*	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
		d	d	d		d	d	d	d													
75-100%	**328**	112	54	114	34	101	305	99	7	**	**	**	**	**	34	**	**	**	**	**	**	**
	26%	*12%*	*9%*	*12%*	*6%*	*20%*	*26%*	*11%*	*11%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
		bd		**bd**		**abcd**	**abcde**				a											
Answered	**1272**	920	635	981	526	496	1180	876	58	**	**	**	**	**	509	**	**	**	**	**	**	**
Mean	**36.78**	24.44	21.92	24.11	17.90	34.02	36.91	23.93	26.56	**	**	**	**	**	17.94	**	**	**	**	**	**	**
		d	d	d		**abcd**	**abcd**															

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1369	200	243	349	306	10	154	130	157	126	6	347	26	196	1213	156
Weighted total	1272	219	237	340	172	12	152	121	139	107	7	364	21	139	1122	151
0-24%	702	121	158	238	130	**	104	86	104	98	**	280	**	101	590	112
	55%	55%	67%	70%	76%	**	68%	71%	75%	91%	**	77%	**	73%	53%	74%
			a	a	ab					abc						a
25-49%	103	20	20	31	20	**	17	15	15	5	**	38	**	11	102	1
	8%	9%	9%	9%	12%	**	11%	12%	11%	5%	**	11%	**	8%	9%	1%
								d	d						b	
50-74%	140	38	22	44	13	**	13	15	10	4	**	30	**	12	125	15
	11%	17%	9%	13%	8%	**	9%	12%	7%	4%	**	8%	**	9%	11%	10%
		bd		d				d								
75-100%	328	41	36	28	9	**	19	5	10	*	**	15	**	15	304	23
	26%	19%	15%	8%	5%	**	12%	4%	7%	*%	**	4%	**	11%	27%	16%
		cd	cd				bd	d	d					a	b	
Answered	1272	219	237	340	172	**	152	121	139	107	**	364	**	139	1122	151
Mean	36.78	31.53	25.16	21.99	17.40	**	23.24	18.82	17.89	9.92	**	16.32	**	21.06	38.24	25.92
		bcd	d	d			d	d	d					a	b	

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1369**	1066	42	404	169	1050	58	394	179	287	997	175	2
Weighted total	**1272**	946	35	359	167	930	50	351	176	231	866	108	1
0-24%	**702**	620	**	263	136	611	43	258	140	164	574	78	**
	55%	*66%*	**	*73%*	*81%*	*66%*	*85%*	*74%*	*80%*	*71%*	*66%*	*72%*	**
			a		a		a						
25-49%	**103**	94	**	46	6	93	*	44	8	31	82	14	**
	8%	*10%*	**	*13%*	*3%*	*10%*	*1%*	*13%*	*4%*	*14%*	*9%*	*13%*	**
		b		b		b		b		b			
50-74%	**140**	119	**	26	17	119	1	24	18	17	105	9	**
	11%	*13%*	**	*7%*	*10%*	*13%*	*1%*	*7%*	*10%*	*8%*	*12%*	*8%*	**
		b				b					a		
75-100%	**328**	113	**	25	9	107	7	25	9	18	105	7	**
	26%	*12%*	**	*7%*	*6%*	*12%*	*13%*	*7%*	*5%*	*8%*	*12%*	*6%*	**
		b									**ac**		
Answered	**1272**	946	**	359	167	930	50	351	176	231	866	108	**
Mean	**36.78**	24.63	**	18.00	17.67	24.35	19.58	17.94	17.80	20.39	24.44	20.62	**
		b									a		

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1369	251	671	113	-	388	390	136	4	1018	732	479	889	773	34
Weighted total	1272	212	545	76	-	387	336	120	*	888	613	429	784	643	17
0-24%	702	148	377	59	**	292	248	96	**	580	421	321	514	423	**
	55%	*70%*	*69%*	*77%*	**	*75%*	*74%*	*80%*	**	*65%*	*69%*	*75%* ab	*66%*	*66%*	** ab
25-49%	103	31	54	9	**	39	39	13	**	89	63	48	73	69	**
	8%	*15%* b	*10%*	*12%*	**	*10%*	*12%*	*11%*	**	*10%*	*10%*	*11%*	*9%*	*11%*	**
50-74%	140	17	66	5	**	30	30	9	**	108	74	32	104	71	**
	11%	*8%*	*12%*	*7%*	**	*8%*	*9%*	*7%*	**	*12%* c	*12%* c	*7%*	*13%*	*11%*	**
75-100%	328	16	49	3	**	26	18	3	**	111	54	28	93	80	**
	26%	*8%*	*9%* c	*3%*	**	*7%* c	*6%*	*2%*	**	*13%* bc	*9%*	*6%*	*12%* c	*13%* c	**
Answered	1272	212	545	76	**	387	336	120	**	888	613	429	784	643	**
Mean	36.78	20.49	22.31 c	17.20	**	18.52	18.37	16.01	**	24.94 bc	22.27 c	17.84	25.06 c	24.41 c	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**1369**	341	257	275	65	70	864	774	61	7	26	7	1282	1123	1287	1133	1352
Weighted total	**1272**	292	215	263	63	61	764	652	55	5	26	6	1189	1012	1190	1033	1258
0-24%	**702**	231	161	191	49	46	506	426	32	**	**	**	686	606	686	597	699
	55%	*79%*	*75%*	*73%*	*78%*	*75%*	*66%*	*65%*	*58%*	**	**	**	*58%*	*60%* e	*58%*	*58%*	*56%*
25-49%	**103**	32	31	33	5	9	68	73	10	**	**	**	101	80	101	82	97
	8%	*11%*	*15%*	*13%*	*8%*	*14%*	*9%*	*11%*	*18%*	**	**	**	*8%*	*8%*	*8%*	*8%*	*8%*
50-74%	**140**	10	12	18	7	4	98	75	2	**	**	**	136	118	136	109	140
	11%	*3%*	*6%*	*7%*	*10%* a	*7%*	*13%*	*12%*	*4%*	**	**	**	*11%*	*12%*	*11%*	*11%*	*11%*
75-100%	**328**	20	11	21	2	3	93	78	11	**	**	**	267	207	267	245	322
	26%	*7%*	*5%*	*8%*	*4%*	*4%*	*12%*	*12%*	*20%*	**	**	**	*22%*	*20%*	*22%*	*24%*	*26%* b
Answered	**1272**	292	215	263	63	61	764	652	55	**	**	**	1189	1012	1190	1033	1258
Mean	**36.78**	16.48	16.44	19.59	18.54	16.96	24.95	24.32	30.76	**	**	**	33.93	32.09	33.96	34.63	36.65 b

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**1369**	831	1299	343	15	1100	43	225	1093	272	10	66	254	183	935	244
Weighted total	**1272**	758	1200	266	14	1005	50	226	994	263	13	70	227	162	888	220
0-24%	**702**	427	681	166	**	544	**	139	528	180	**	54	150	118	468	116
	55%	*56%*	*57%*	*63%*	**	*54%*	**	*62%*	*53%*	*68%*	**	*77%*	*66%*	*73%*	*53%*	*53%*
				ab				b						**bc**		
25-49%	**103**	62	100	28	**	83	**	20	83	18	**	*	20	10	66	26
	8%	*8%*	*8%*	*11%*	**	*8%*	**	*9%*	*8%*	*7%*	**	*1%*	*9%*	*6%*	*7%*	*12%*
						b							a			**ab**
50-74%	**140**	82	124	16	**	120	**	16	119	24	**	6	22	8	108	24
	11%	*11%*	*10%*	*6%*	**	*12%*	**	*7%*	*12%*	*9%*	**	*9%*	*10%*	*5%*	*12%*	*11%*
		c	c						a						a	a
75-100%	**328**	187	294	55	**	257	**	51	264	41	**	10	35	26	246	53
	26%	*25%*	*25%*	*21%*	**	*26%*	**	*22%*	*27%*	*15%*	**	*14%*	*15%*	*16%*	*28%*	*24%*
															a	a
Answered	**1272**	758	1200	266	**	1005	**	226	994	263	**	70	227	162	888	220
Mean	**36.78**	35.77	35.31	31.61	**	37.40	**	31.77	38.11	27.38	**	22.13	28.44	23.87	39.08	36.25
									a						a	a

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1369**	171	85	1097	776	593
Weighted total	**1272**	177	83	1000	711	562
0-24%	**702**	109	46	543	398	304
	55%	*61%*	*55%*	*54%*	*56%*	*54%*
25-49%	**103**	12	10	81	68	35
	8%	*7%*	*12%*	*8%*	*10%* b	*6%*
50-74%	**140**	20	11	108	83	57
	11%	*11%*	*13%*	*11%*	*12%*	*10%*
75-100%	**328**	37	16	268	162	165
	26%	*21%*	*20%*	*27%*	*23%*	*29%* a
Answered	**1272**	177	83	1000	711	562
Mean	**36.78**	32.59	31.99	37.65	34.70	39.41 a

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1369**	139	106	119	166	129	76	90	87	130	123	115	89
Weighted total	**1272**	124	119	102	147	132	67	69	84	129	108	108	81
0-24%	**702**	67	72	54	84	75	37	47	51	62	64	54	36
	55%	*54%*	*60%*	*52%*	*57%*	*57%*	*55%*	*68%*	*61%*	*48%*	*60%*	*49%*	*44%*
			l		l			**acikl**	l		l		
25-49%	**103**	10	3	15	13	13	6	6	4	10	12	8	4
	8%	*8%*	*2%*	*14%*	*9%*	*10%*	*9%*	*9%*	*5%*	*8%*	*11%*	*7%*	*4%*
		b		**bhl**	b	b		b			b		
50-74%	**140**	11	15	16	15	20	12	5	5	17	8	10	7
	11%	*8%*	*12%*	*15%*	*10%*	*15%*	*18%*	*7%*	*6%*	*13%*	*8%*	*9%*	*9%*
						h	**aghj**						
75-100%	**328**	37	30	18	35	24	12	11	23	41	23	38	35
	26%	*30%*	*25%*	*18%*	*24%*	*18%*	*18%*	*16%*	*28%*	*32%*	*22%*	*35%*	*43%*
		ceg								**cefg**		**cdefgj**	**abcdefghj**
Answered	**1272**	124	119	102	147	132	67	69	84	129	108	108	81
Mean	**36.78**	39.97	34.09	33.17	35.03	33.66	33.99	24.44	37.48	42.36	31.32	43.97	49.37
		g			g	g			g	**gj**		**cegj**	**bcdefgj**

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1369**	364	371	307	327
Weighted total	**1272**	346	347	282	298
0-24%	**702**	192	196	160	154
	55%	*56%*	*57%*	*57%*	*52%*
25-49%	**103**	28	32	20	23
	8%	*8%*	*9%*	*7%*	*8%*
50-74%	**140**	41	47	27	25
	11%	*12%*	*14%*	*10%*	*8%*
			d		
75-100%	**328**	85	71	75	96
	26%	*25%*	*21%*	*27%*	*32%*
					ab
Answered	**1272**	346	347	282	298
Mean	**36.78**	35.93	34.31	36.54	40.85
					b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 15

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

		TOTAL	Business Size						Turnover				
			0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	*e	f	a	b	c	d	e
Unweighted total		1580	968	391	133	88	-	612	299	272	102	52	130
Weighted total		1501	1430	45	15	11	-	71	439	348	94	37	49
1-24	(12.5)	1372	1317	37	12	7	**	55	419	320	86	29	41
		91%	*92%*	*82%*	*77%*	*63%*	**	*78%*	*95%*	*92%*	*91%*	*78%*	*83%*
			bcdf	d	d			d	de	de	d		
25 - 49	(37.0)	71	64	4	2	1	**	7	11	15	5	3	2
		5%	*4%*	*8%*	*10%*	*13%*	**	*10%*	*2%*	*4%*	*5%*	*9%*	*4%*
				a	a	a		a				a	
50 - 99	(75.0)	27	24	1	1	1	**	3	6	4	1	3	4
		2%	*2%*	*3%*	*6%*	*8%*	**	*5%*	*1%*	*1%*	*2%*	*7%*	*9%*
					a	ab		a				ab	abc
100 - 249	(175.0)	22	18	2	1	1	**	4	4	7	2	*	1
		1%	*1%*	*5%*	*5%*	*10%*	**	*6%*	*1%*	*2%*	*3%*	*1%*	*3%*
				a	a	a		a					
250 - 499	(375.0)	4	3	*	*	*	**	1	*	1	-	-	*
		%	*%*	*1%*	*1%*	*3%*	**	*1%*	*%*	*%*	-%	-%	*%*
						a		a					
500 - 4,999	(2750.0)	4	3	*	-	*	**	1	-	*	-	2	*
		%	*%*	*1%*	-%	*2%*	**	*1%*	-%	*%*	-%	*6%*	*%*
						a						abce	
5,000 - 49 ,999	(27500.0)	-	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Don't know		-	-	-	-	-	**	-	-	-	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Net: 0-49		1443	1381	41	13	8	**	62	429	335	90	32	43
		96%	*97%*	*90%*	*87%*	*76%*	**	*88%*	*98%*	*97%*	*96%*	*87%*	*88%*
			bcdf	d	d			d	de	de	de		
Net: 50+		57	49	4	2	3	**	9	10	12	4	5	6
		4%	*3%*	*10%*	*13%*	*24%*	**	*12%*	*2%*	*3%*	*4%*	*13%*	*12%*
				a	a	abcf		a				abc	abc
Answered		1501	1430	45	15	11	**	71	439	348	94	37	49
Mean		24.79	23.42	45.16	31.63	111.08	**	52.35	15.44	22.44	18.81	173.23	36.38
				a		abc		a				abce	

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	GOR (QC3)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1580**	93	76	207	42	100	193	113	94	91	1009	174	181	216
Weighted total		**1501**	126	121	263	51	127	232	138	120	112	1291	66	68	75
1-24	(12.5)	**1372**	114	105	244	**	115	209	130	116	103	1186	60	60	66
		91%	*91%*	*87%*	*93%*	**	*90%*	*90%*	*94%*	*97%*	*92%*	*92%*	*91%*	*89%*	*88%*
										blm					
25 - 49	(37.0)	**71**	9	11	13	**	5	15	*	*	6	61	4	2	4
		5%	*7%*	*9%*	*5%*	**	*4%*	*6%*	*%*	*%*	*5%*	*5%*	*6%*	*3%*	*6%*
			gh	**ghl**	**gh**		g	**gh**			g	**gh**	**gh**		**gh**
50 - 99	(75.0)	**27**	*	*	4	**	2	6	6	3	*	22	1	2	3
		2%	*%*	*%*	*1%*	**	*2%*	*3%*	*4%*	*2%*	*%*	*2%*	*2%*	*3%*	*3%*
									j						
100 - 249	(175.0)	**22**	2	3	*	**	5	2	2	1	3	18	1	2	2
		1%	*2%*	*2%*	*%*	**	*4%*	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*3%*	*2%*
				c			c				c			c	
250 - 499	(375.0)	**4**	-	-	2	**	*	*	-	-	-	3	-	1	-
		%	-%	-%	*1%*	**	*%*	*%*	-%	-%	-%	*%*	-%	*2%*	-%
														jm	
500 - 4,999	(2750.0)	**4**	-	2	-	**	*	-	-	*	-	3	*	*	1
		%	-%	*2%*	-%	**	*%*	-%	-%	*%*	-%	*%*	*1%*	*%*	*1%*
				j											
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49		**1443**	123	116	258	**	120	224	130	116	109	1246	64	62	71
		96%	*98%*	*96%*	*98%*	**	*94%*	*96%*	*94%*	*97%*	*97%*	*97%*	*97%*	*92%*	*94%*
			l		l							l	l		
Net: 50+		**57**	3	5	6	**	8	8	8	4	3	45	2	6	5
		4%	*2%*	*4%*	*2%*	**	*6%*	*4%*	*6%*	*3%*	*3%*	*3%*	*3%*	*8%*	*6%*
														acjk	
Answered		**1501**	126	121	263	**	127	232	138	120	112	1291	66	68	75
Mean		**24.79**	17.55	65.24	17.79	**	26.18	17.56	17.51	20.60	18.09	23.10	36.48	29.85	38.93
				j											

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

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

		TOTAL	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		**1580**	112	60	197	39	93	201	95	96	105	998	180	186	216
Weighted total		**1501**	158	96	250	46	107	253	115	127	131	1282	71	72	75
1-24	(12.5)	**1372**	146	88	228	**	101	225	109	121	120	1177	65	65	66
		91%	*92%*	*92%*	*91%*	**	*94%*	*89%*	*95%*	*95%*	*92%*	*92%*	*91%*	*89%*	*88%*
										d					
25 - 49	(37.0)	**71**	9	5	15	**	1	14	2	2	8	61	4	2	4
		5%	*6%*	*5%*	*6%*	**	*1%*	*6%*	*2%*	*2%*	*6%*	*5%*	*6%*	*3%*	*6%*
			e		e	**eh**		e			e		e		e
50 - 99	(75.0)	**27**	*	-	4	**	2	8	4	3	*	22	1	2	3
		2%	**%*	*-%*	*2%*	**	*2%*	*3%*	*3%*	*2%*	**%*	*2%*	*1%*	*3%*	*3%*
100 - 249	(175.0)	**22**	2	3	*	**	3	4	*	1	3	18	1	2	2
		1%	*2%*	*3%*	**%*	**	*2%*	*2%*	**%*	*1%*	*2%*	*1%*	*1%*	*3%*	*2%*
				c		**cg**	c				c			c	
250 - 499	(375.0)	**4**	*	-	2	**	*	*	-	-	-	3	*	1	-
		****%***	**%*	*-%*	*1%*	**	**%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*2%*	*-%*
														j	
500 - 4,999	(2750.0)	**4**	-	-	-	**	*	2	-	*	-	3	*	*	1
		****%***	*-%*	*-%*	*-%*	**	**%*	*1%*	*-%*	**%*	*-%*	**%*	*1%*	**%*	*1%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1443**	155	93	243	**	102	239	111	123	128	1237	69	67	70
		96%	*98%*	*97%*	*97%*	**	*95%*	*94%*	*97%*	*97%*	*98%*	*96%*	*97%*	*92%*	*94%*
			l		l							l	l		
Net: 50+		**57**	3	3	6	**	5	14	4	4	3	45	2	6	5
		4%	*2%*	*3%*	*3%*	**	*5%*	*6%*	*3%*	*3%*	*2%*	*4%*	*3%*	*8%*	*6%*
														acjk	
Answered		**1501**	158	96	250	**	107	253	115	127	131	1282	71	72	75
Mean		**24.79**	16.85	18.60	18.08	**	24.54	40.94	15.17	20.52	17.52	23.14	35.29	28.79	39.09
						g									

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

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

		TOTAL	Industry								Urbanity		Location		Internet connection	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total		1580	36	144	31	139	351	66	84	714	1184	396	1379	201	1525	55
Weighted total		1501	31	138	27	124	419	51	78	619	1207	294	1347	153	1432	68
1-24	(12.5)	1372	**	136	**	119	366	50	73	565	1102	270	1231	141	1310	62
		91%	**	*99%*	**	*96%*	*87%*	*98%*	*94%*	*91%*	*91%*	*92%*	*91%*	*92%*	*91%*	*91%*
				ceh		ce		ceh	c	e						
25 - 49	(37.0)	71	**	1	**	3	26	*	2	32	57	14	63	8	67	4
		5%	**	*1%*	**	*2%*	*6%*	**%*	*3%*	*5%*	*5%*	*5%*	*5%*	*5%*	*5%*	*6%*
					abdefgh		b			b						
50 - 99	(75.0)	27	**	-	**	2	10	1	1	13	22	5	26	1	27	1
		2%	**	*-%*	**	*2%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*
			b													
100 - 249	(175.0)	22	**	1	**	*	15	-	1	5	21	1	19	3	20	2
		1%	**	**%*	**	**%*	*4%*	*-%*	*1%*	*1%*	*2%*	**%*	*1%*	*2%*	*1%*	*3%*
							dh				b					
250 - 499	(375.0)	4	**	-	**	-	*	-	1	3	3	1	4	-	4	-
		**%*	**	*-%*	**	*-%*	**%*	*-%*	*1%*	*1%*	**%*	**%*	**%*	*-%*	**%*	*-%*
500 - 4,999	(2750.0)	4	**	*	**	-	2	-	*	1	1	3	4	-	4	-
		**%*	**	**%*	**	*-%*	**%*	*-%*	**%*	**%*	**%*	*1%*	**%*	*-%*	**%*	*-%*
												a				
5,000 - 49 ,999	(27500.0)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
		-%	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		1443	**	137	**	122	392	50	75	597	1160	283	1294	149	1377	66
		96%	**	*99%*	**	*98%*	*93%*	*99%*	*97%*	*96%*	*96%*	*97%*	*96%*	*97%*	*96%*	*97%*
				e		e				e						
Net: 50+		57	**	1	**	2	28	1	2	22	47	10	53	4	55	2
		4%	**	*1%*	**	*2%*	*7%*	*1%*	*3%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*3%*
							bdh									
Answered		1501	**	138	**	124	419	51	78	619	1207	294	1347	153	1432	68
Mean		24.79	**	17.61	**	14.44	34.96	13.36	27.04	23.15	20.67	41.70	25.58	17.79	25.07	18.81
					f							a				

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 15 (continuation)

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

		TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
			Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		**1580**	887	277	404	1130	374	64	8	4	-	-	-	1504	76	410	720	450
Weighted total		**1501**	830	279	377	1168	283	43	5	2	-	-	-	1450	50	481	686	333
1-24	(12.5)	**1372**	790	247	321	1105	237	27	**	**	**	**	**	1343	29	477	628	267
		91%	*95%*	*88%*	*85%*	*95%*	*84%*	*64%*	**	**	**	**	**	*93%*	*59%*	*99%*	*92%*	*80%*
			bc			**bcij**	**cj**							**bcj**		**bc**	c	
25 - 49	(37.0)	**71**	24	18	29	43	20	6	**	**	**	**	**	63	8	4	39	28
		5%	*3%*	*6%*	*8%*	*4%*	*7%*	*13%*	**	**	**	**	**	*4%*	*16%*	*1%*	*6%*	*8%*
				a	a		**ai**	**ai**							**abi**		a	a
50 - 99	(75.0)	**27**	7	10	10	11	13	3	**	**	**	**	**	23	4	1	10	17
		2%	*1%*	*4%*	*3%*	*1%*	*4%*	*8%*	**	**	**	**	**	*2%*	*8%*	**%*	*2%*	*5%*
				a	a		**ai**	**ai**							**ai**		a	**ab**
100 - 249	(175.0)	**22**	6	4	12	6	11	3	**	**	**	**	**	17	5	-	6	16
		1%	*1%*	*2%*	*3%*	*1%*	*4%*	*7%*	**	**	**	**	**	*1%*	*10%*	*-%*	*1%*	*5%*
					a		**ai**	**ai**							**abi**			**ab**
250 - 499	(375.0)	**4**	3	-	1	2	2	*	**	**	**	**	**	4	1	-	2	2
		****%***	**%*	*-%*	**%*	**%*	*1%*	*1%*	**	**	**	**	**	**%*	*1%*	*-%*	**%*	*1%*
500 - 4,999	(2750.0)	**4**	1	-	3	-	1	3	**	**	**	**	**	1	3	-	-	4
		****%***	**%*	*-%*	*1%*	*-%*	**%*	*7%*	**	**	**	**	**	**%*	*6%*	*-%*	*-%*	*1%*
					a			**abi**							**abi**			**ab**
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1443**	814	265	350	1148	257	33	**	**	**	**	**	1406	37	481	668	295
		96%	*98%*	*95%*	*93%*	*98%*	*91%*	*77%*	**	**	**	**	**	*97%*	*75%*	*100%*	*97%*	*89%*
			bc			**bcij**	**cj**							**bcj**		**bc**	c	
Net: 50+		**57**	16	15	27	19	26	10	**	**	**	**	**	45	13	1	19	38
		4%	*2%*	*5%*	*7%*	*2%*	*9%*	*23%*	**	**	**	**	**	*3%*	*25%*	**%*	*3%*	*11%*
				a	a		**ai**	**abi**						a	**abi**		a	**ab**
Answered		**1501**	830	279	377	1168	283	43	**	**	**	**	**	1450	50	481	686	333
Mean		**24.79**	17.82	18.91	44.96	15.50	30.53	231.74	**	**	**	**	**	18.43	208.99	12.77	17.42	57.36
					a		**ai**	**abi**							**abi**		a	**ab**

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
			Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total		**1580**	1488	994	1580	613	517	1038	1377	98	45	44	10	6	-	580	15	10	6	1	1	-	2
Weighted total		**1501**	1381	862	1501	574	403	910	1372	71	27	22	4	4	-	554	11	5	3	*	*	-	1
1-24	(12.5)	**1372**	1258	785	1372	513	334	815	1372	-	**	**	**	**	**	502	**	**	**	**	**	**	**
		91%	*91%*	*91%*	*91%*	*89%*	*83%*	*90%*	*100%*	*-%*	**	**	**	**	**	*91%*	**	**	**	**	**	**	**
			e	e	e	e		e	**bcd**														
25 - 49	(37.0)	**71**	69	47	71	26	35	54	-	71	**	**	**	**	**	23	**	**	**	**	**	**	**
		5%	*5%*	*5%*	*5%*	*4%*	*9%*	*6%*	*-%*	*100%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
							abcd			**acd**													
50 - 99	(75.0)	**27**	26	12	27	14	18	21	-	-	**	**	**	**	**	12	**	**	**	**	**	**	**
		2%	*2%*	*1%*	*2%*	*3%*	*4%*	*2%*	*-%*	*-%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
							abcf				**abd**												
100 - 249	(175.0)	**22**	20	11	22	15	9	14	-	-	**	**	**	**	**	12	**	**	**	**	**	**	**
		1%	*1%*	*1%*	*1%*	*3%*	*2%*	*2%*	*-%*	*-%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
												abc											
250 - 499	(375.0)	**4**	4	3	4	3	3	3	-	-	**	**	**	**	**	2	**	**	**	**	**	**	**
		****%***	**%*	**%*	**%*	**%*	*1%*	**%*	*-%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
500 - 4,999	(2750.0)	**4**	4	4	4	4	3	3	-	-	**	**	**	**	**	2	**	**	**	**	**	**	**
		****%***	**%*	**%*	**%*	*1%*	*1%*	**%*	*-%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Don't know		**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Net: 0-49		**1443**	1327	832	1443	538	369	869	1372	71	**	**	**	**	**	526	**	**	**	**	**	**	**
		96%	*96%*	*96%*	*96%*	*94%*	*92%*	*96%*	*100%*	*100%*	**	**	**	**	**	*95%*	**	**	**	**	**	**	**
			de	**de**	**de**			e	**cd**	**cd**													
Net: 50+		**57**	54	30	57	35	34	41	-	-	**	**	**	**	**	29	**	**	**	**	**	**	**
		4%	*4%*	*4%*	*4%*	*6%*	*8%*	*4%*	*-%*	*-%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
						abc	**abcf**				**ab**	**ab**											
Answered		**1501**	1381	862	1501	574	403	910	1372	71	**	**	**	**	**	554	**	**	**	**	**	**	**
Mean		**24.79**	25.52	29.68	24.79	38.28	47.29	28.27	12.50	37.00	**	**	**	**	**	31.66	**	**	**	**	**	**	**
							ac																

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
			Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total		**1580**	399	378	441	350	12	191	136	151	129	6	346	30	232	1427	153
Weighted total		**1501**	476	388	421	201	14	201	123	128	117	4	372	20	175	1353	148
1-24	(12.5)	**1372**	444	364	397	157	**	185	116	118	91	**	329	**	162	1231	141
		91%	*93%*	*94%*	*94%*	*78%*	**	*92%*	*94%*	*92%*	*78%*	**	*88%*	**	*92%*	*91%*	*96%*
			d	d	d			d	d	d					b		
25 - 49	(37.0)	**71**	17	13	13	28	**	9	6	1	11	**	14	**	7	65	5
		5%	*4%*	*3%*	*3%*	*14%*	**	*4%*	*5%*	**%*	*9%*	**	*4%*	**	*4%*	*5%*	*4%*
						abc		c	c		c			**ac**			
50 - 99	(75.0)	**27**	7	4	8	5	**	3	1	3	5	**	11	**	4	27	*
		2%	*1%*	*1%*	*2%*	*3%*	**	*1%*	*1%*	*2%*	*5%*	**	*3%*	**	*2%*	*2%*	**%*
100 - 249	(175.0)	**22**	6	3	3	10	**	3	1	6	5	**	13	**	1	22	1
		1%	*1%*	*1%*	*1%*	*5%*	**	*2%*	**%*	*5%*	*4%*	**	*4%*	**	*1%*	*2%*	**%*
						abc				b	b		c				
250 - 499	(375.0)	**4**	1	2	-	1	**	*	-	*	2	**	2	**	1	4	*
		****%***	**%*	*1%*	*-%*	**%*	**	**%*	*-%*	**%*	*2%*	**	*1%*	**	**%*	**%*	**%*
500 - 4,999	(2750.0)	**4**	*	3	-	1	**	1	-	*	2	**	3	**	1	3	*
		****%***	**%*	*1%*	*-%*	**%*	**	*1%*	*-%*	**%*	*2%*	**	*1%*	**	**%*	**%*	**%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
Net: 0-49		**1443**	461	376	410	185	**	194	122	119	102	**	343	**	169	1296	147
		96%	*97%*	*97%*	*97%*	*92%*	**	*96%*	*99%*	*93%*	*87%*	**	*92%*	**	*96%*	*96%*	*99%*
			d	d	d			d	**cd**						a		a
Net: 50+		**57**	15	12	11	16	**	7	2	9	15	**	29	**	6	56	1
		4%	*3%*	*3%*	*3%*	*8%*	**	*4%*	*1%*	*7%*	*13%*	**	*8%*	**	*4%*	*4%*	*1%*
						abc				b	**ab**		c			b	
Answered		**1501**	476	388	421	201	**	201	123	128	117	**	372	**	175	1353	148
Mean		**24.79**	20.17	35.41	15.69	33.97	**	31.31	14.94	27.54	86.45	**	43.89	**	29.44	25.48	18.43
						c					b						

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

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

		TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total		1580	1525	55	431	182	1506	74	425	188	385	1397	211	2
Weighted total		1501	1450	50	390	184	1432	69	388	186	323	1288	145	1
1-24	(12.5)	1372	1325	47	338	175	1309	63	336	177	296	1172	125	**
		91%	91%	93%	87%	95% a	91%	92%	87%	95% a	92%	91% c	86%	**
25 - 49	(37.0)	71	68	3	21	5	68	3	21	5	21	65	12	**
		5%	5%	6%	5%	2%	5%	5%	5%	3%	6%	5%	8%	**
50 - 99	(75.0)	27	27	*	12	3	26	2	12	3	5	24	1	**
		2%	2%	*%	3%	1%	2%	3%	3%	1%	2%	2%	1%	**
100 - 249	(175.0)	22	22	*	14	1	22	*	13	1	1	20	5	**
		1%	2%	*%	3% b	1%	2%	*%	3%	1%	*%	2%	4% ab	**
250 - 499	(375.0)	4	4	*	2	*	4	*	2	*	*	4	*	**
		*%	*%	*%	1%	*%	*%	*%	1%	*%	*%	*%	*%	**
500 - 4,999	(2750.0)	4	4	-	3	*	4	-	3	*	*	4	1	**
		*%	*%	-%	1%	*%	*%	-%	1%	*%	*%	*%	1%	**
5,000 - 49 ,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	**
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Net: 0-49		1443	1393	50	359	180	1377	66	357	181	316	1237	137	**
		96%	96%	99%	92%	98% a	96%	97%	92%	98% a	98% c	96%	95%	**
Net: 50+		57	57	*	31	4	55	2	31	4	7	51	8	**
		4%	4%	1%	8% b	2%	4%	3%	8% b	2%	2%	4%	5% a	**
Answered		1501	1450	50	390	184	1432	69	388	186	323	1288	145	**
Mean		24.79	25.11	15.48	47.53	18.66	25.17	16.73	47.59	18.82	16.76	26.05	44.44 a	**

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

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

		TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total		1580	322	870	142	-	403	414	145	3	1441	957	514	1249	1041	38
Weighted total		1501	283	736	110	-	402	369	129	*	1336	835	472	1180	914	18
1-24	(12.5)	1372	260	670	99	**	365	327	116	**	1216	761	417	1085	816	**
		91%	92%	91%	90%	**	91%	89%	90%	**	91%	91%	88%	92% b	89%	**
25 - 49	(37.0)	71	14	41	7	**	15	19	6	**	66	45	21	51	52	**
		5%	5%	6%	6%	**	4%	5%	4%	**	5%	5%	4%	4%	6%	**
50 - 99	(75.0)	27	5	10	1	**	11	8	2	**	26	12	14	23	18	**
		2%	2%	1%	1%	**	3%	2%	2%	**	2%	1%	3% b	2%	2%	**
100 - 249	(175.0)	22	2	10	2	**	7	13	5	**	20	11	14	15	22	**
		1%	1%	1%	2%	**	2%	3%	4%	**	2%	1%	3% ab	1%	2% a	**
250 - 499	(375.0)	4	2	1	*	**	2	1	-	**	4	3	3	3	4	**
		*%	1%	*%	*%	**	1%	*%	-%	**	*%	*%	1%	*%	*%	** ab
500 - 4,999	(2750.0)	4	-	4	1	**	2	2	*	**	4	4	4	3	2	**
		*%	-%	*%	1%	**	1%	*%	*%	**	*%	*%	1%	*%	*%	**
5,000 - 49 ,999	(27500.0)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: 0-49		1443	274	711	106	**	380	346	121	**	1282	806	438	1136	868	**
		96%	97%	97%	96%	**	94%	94%	94%	**	96% c	96% c	93%	96% c	95% c	**
Net: 50+		57	9	25	5	**	22	23	8	**	54	30	34	44	46	**
		4%	3%	3%	4%	**	6%	6%	6%	**	4%	4%	7% ab	4%	5%	** ab
Answered		1501	283	736	110	**	402	369	129	**	1336	835	472	1180	914	**
Mean		24.79	18.58	30.79	35.84	**	35.20	32.90	31.28	**	25.87	29.84	43.24	24.90	25.25	** ab

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

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

		TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total		**1580**	379	274	285	73	78	1165	1003	73	13	25	8	1535	1346	1543	1288	1546
Weighted total		**1501**	346	245	271	75	72	1099	886	65	11	26	7	1450	1218	1457	1182	1465
1-24	(12.5)	**1372**	310	212	242	69	64	1013	791	58	**	**	**	1324	1110	1331	1074	1339
		91%	*90%*	*87%*	*90%*	*91%*	*88%*	*92%* b	*89%*	*89%*	**	**	**	*91%*	*91%*	*91%*	*91%*	*91%*
25 - 49	(37.0)	**71**	16	16	12	4	4	45	50	3	**	**	**	69	60	69	56	69
		5%	*5%*	*6%*	*4%*	*5%*	*5%*	*4%*	*6%*	*5%*	**	**	**	*5%*	*5%*	*5%*	*5%*	*5%*
50 - 99	(75.0)	**27**	9	5	6	1	2	21	18	2	**	**	**	27	22	27	25	27
		2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*3%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
100 - 249	(175.0)	**22**	10	10	5	2	2	15	21	1	**	**	**	22	20	22	20	22
		1%	*3%*	*4%*	*2%*	*3%*	*3%*	*1%*	*2%*	*2%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*1%*
250 - 499	(375.0)	**4**	*	*	2	-	-	3	3	1	**	**	**	4	4	4	4	4
		%	*%	*%	*1%*	*-%*	*-%*	*%*	*%*	*1%*	**	**	**	*%*	*%*	*%*	*%*	*%*
500 - 4,999	(2750.0)	**4**	1	1	2	-	1	3	2	-	**	**	**	4	3	4	3	3
		%	*%	*%	*1%*	*-%*	*1%*	*%*	*%*	*-%*	**	**	**	*%*	*%*	*%*	*%*	*%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1443**	326	228	254	72	68	1058	842	61	**	**	**	1393	1169	1400	1131	1408
		96%	*94%*	*93%*	*94%*	*96%*	*94%*	*96%*	*95%*	*94%*	**	**	**	*96%*	*96%*	*96%*	*96%*	*96%*
Net: 50+		**57**	20	17	16	3	4	41	44	4	**	**	**	57	49	57	52	56
		4%	*6%*	*7%*	*6%*	*4%*	*6%*	*4%*	*5%*	*6%*	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
Answered		**1501**	346	245	271	75	72	1099	886	65	**	**	**	1450	1218	1457	1182	1465
Mean		**24.79**	24.70	35.08	45.02	18.56	46.31	25.58	25.23	22.47	**	**	**	25.16	25.57	25.12	26.04	24.52

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

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

		TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total		1580	935	1523	379	12	1284	54	250	1282	274	14	75	255	188	1108	277
Weighted total		1501	860	1441	323	11	1204	61	246	1208	266	16	74	238	174	1070	254
1-24	(12.5)	1372	785	1319	290	**	1112	54	215	1113	244	**	72	216	141	992	236
		91%	91%	91%	90%	**	92%	89%	87%	92% a	92%	**	98% b	91%	81%	93% a	93% a
25 - 49	(37.0)	71	44	69	22	**	49	4	14	55	9	**	*	9	14	48	9
		5%	5%	5%	7%	**	4%	7%	6%	5%	3%	**	*%	4%	8% c	5%	3%
50 - 99	(75.0)	27	15	27	7	**	21	*	4	23	6	**	1	5	7	17	4
		2%	2%	2%	2%	**	2%	*%	2%	2%	2%	**	1%	2%	4% b	2%	2%
100 - 249	(175.0)	22	12	22	4	**	15	2	10	12	6	**	1	6	8	11	4
		1%	1%	1%	1%	**	1%	3%	4% b	1%	2%	**	1%	3%	4% b	1%	1%
250 - 499	(375.0)	4	3	2	*	**	3	1	1	3	*	**	-	*	3	1	1
		*%	*%	*%	*%	**	*%	1%	*%	*%	*%	**	-%	*%	1% b	*%	*%
500 - 4,999	(2750.0)	4	-	4	*	**	3	-	3	1	1	**	-	1	3	1	-
		*%	-%	*%	*%	**	*%	-%	1% b	*%	*%	**	-%	*%	1% bc	*%	-%
5,000 - 49,999	(27500.0)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Don't know		-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Net: 0-49		1443	829	1387	312	**	1161	58	229	1168	253	**	73	225	155	1040	245
		96%	96%	96%	96%	**	96%	96%	93%	97% a	95%	**	98%	95%	89%	97% a	97% a
Net: 50+		57	31	54	12	**	43	3	17	40	13	**	1	13	19	29	9
		4%	4%	4%	4%	**	4%	4%	7% b	3%	5%	**	2%	5%	11% bc	3%	3%
Answered		1501	860	1441	323	**	1204	61	246	1208	266	**	74	238	174	1070	254
Mean		24.79	18.61	24.64	22.05	**	24.80	22.81	50.77 b	19.86	28.33	**	14.36	30.24	69.85 bc	19.12	17.69

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

Produced by OLR
Issue date: 27/02/18

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

		TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
			Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	c	a	b
Unweighted total		**1580**	172	90	1300	908	672
Weighted total		**1501**	183	94	1214	858	643
1-24	(12.5)	**1372**	174	85	1104	788	584
		91%	*95%*	*90%*	*91%*	*92%*	*91%*
25 - 49	(37.0)	**71**	5	4	61	44	26
		5%	*3%*	*5%*	*5%*	*5%*	*4%*
50 - 99	(75.0)	**27**	3	*	24	11	17
		2%	*1%*	**%*	*2%*	*1%*	*3%*
							a
100 - 249	(175.0)	**22**	*	5	17	8	14
		1%	**%*	*5%*	*1%*	*1%*	*2%*
				ac			a
250 - 499	(375.0)	**4**	1	-	3	4	1
		****%***	**%*	*-%*	**%*	**%*	**%*
500 - 4,999	(2750.0)	**4**	*	-	3	3	1
		****%***	**%*	*-%*	**%*	**%*	**%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1443**	179	89	1166	833	610
		96%	*98%*	*95%*	*96%*	*97%*	*95%*
						b	
Net: 50+		**57**	4	5	48	25	32
		4%	*2%*	*5%*	*4%*	*3%*	*5%*
							a
Answered		**1501**	183	94	1214	858	643
Mean		**24.79**	19.11	21.93	25.89	26.52	22.47

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

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

		TOTAL	Month											
			Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**1580**	151	116	137	181	140	87	129	107	165	138	127	102
Weighted total		**1501**	130	130	126	161	146	85	97	105	172	130	134	85
1-24	(12.5)	**1372**	116	117	118	148	133	78	89	96	156	118	127	75
		91%	*89%*	*90%*	*94%*	*92%*	*91%*	*92%*	*93%*	*92%*	*91%*	*91%*	*95%*	*88%*
													l	
25 - 49	(37.0)	**71**	10	7	*	5	8	5	2	6	10	8	4	5
		5%	*8%*	*6%*	**%*	*3%*	*5%*	*6%*	*2%*	*6%*	*6%*	*6%*	*3%*	*6%*
			cg	c			c	c		c	c	c		c
50 - 99	(75.0)	**27**	3	2	3	4	2	1	4	1	5	*	*	*
		2%	*2%*	*2%*	*3%*	*3%*	*1%*	*1%*	*5%*	*1%*	*3%*	**%*	**%*	**%*
									jkl					
100 - 249	(175.0)	**22**	*	3	4	3	1	1	1	1	1	3	*	5
		1%	**%*	*2%*	*3%*	*2%*	*1%*	*1%*	*1%*	**%*	**%*	*2%*	**%*	*6%*
					ai									**adeghik**
250 - 499	(375.0)	**4**	1	*	-	*	*	-	-	-	1	-	2	-
		****%***	**%*	**%*	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*2%*	*-%*
500 - 4,999	(2750.0)	**4**	*	-	-	-	2	-	-	1	-	1	-	*
		****%***	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1443**	126	124	119	154	141	83	91	102	166	125	131	80
		96%	*97%*	*96%*	*94%*	*95%*	*97%*	*98%*	*94%*	*98%*	*96%*	*97%*	*98%*	*94%*
Net: 50+		**57**	4	5	8	7	5	2	5	2	6	4	3	5
		4%	*3%*	*4%*	*6%*	*5%*	*3%*	*2%*	*6%*	*2%*	*4%*	*3%*	*2%*	*6%*
Answered		**1501**	130	130	126	161	146	85	97	105	172	130	134	85
Mean		**24.79**	22.19	19.33	19.77	18.32	54.70	16.32	17.37	29.78	17.51	33.53	19.21	26.27

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

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

		TOTAL	Quarter			
			Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%			a	b	c	d
Unweighted total		**1580**	404	408	401	367
Weighted total		**1501**	386	392	373	349
1-24	(12.5)	**1372**	351	360	341	320
		91%	*91%*	*92%*	*91%*	*92%*
25 - 49	(37.0)	**71**	18	18	18	17
		5%	*5%*	*5%*	*5%*	*5%*
50 - 99	(75.0)	**27**	8	7	11	1
		2%	*2%*	*2%*	*3%*	**%*
			d	d	d	
100 - 249	(175.0)	**22**	7	4	2	9
		1%	*2%*	*1%*	*1%*	*2%*
						c
250 - 499	(375.0)	**4**	1	1	1	2
		****%***	**%*	**%*	**%*	*1%*
500 - 4,999	(2750.0)	**4**	*	2	1	1
		****%***	**%*	*1%*	**%*	**%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**1443**	369	378	359	336
		96%	*96%*	*96%*	*96%*	*96%*
Net: 50+		**57**	17	14	14	12
		4%	*4%*	*4%*	*4%*	*4%*
Answered		**1501**	386	392	373	349
Mean		**24.79**	20.44	31.45	20.91	26.26

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**1580**	968	391	133	88	-	612	299	272	102	52	130
Weighted total	**1501**	1430	45	15	11	-	71	439	348	94	37	49
Less than once a week	**476**	466	8	1	1	**	10	179	121	14	4	9
	32%	*33%*	*18%*	*8%*	*6%*	**	*14%*	*41%*	*35%*	*15%*	*12%*	*18%*
		bcdf	**cd**				c	**cde**	**cde**			
Once a week	**388**	374	10	2	1	**	14	117	100	29	12	10
	26%	*26%*	*22%*	*16%*	*11%*	**	*19%*	*27%*	*29%*	*31%*	*32%*	*20%*
		cdf	d									
More than once a week but not every day	**421**	401	13	4	3	**	19	107	84	22	13	19
	28%	*28%*	*28%*	*26%*	*25%*	**	*27%*	*24%*	*24%*	*24%*	*34%*	*39%*
												abc
Once a day	**201**	173	14	7	6	**	28	34	41	25	8	11
	13%	*12%*	*32%*	*49%*	*57%*	**	*39%*	*8%*	*12%*	*26%*	*21%*	*23%*
			a	**abf**	**abf**		**ab**			**ab**	a	**ab**
Twice a day	**6**	6	*	-	-	**	*	2	-	2	-	-
	%	*%*	*%*	*-%*	*-%*	**	*%*	*%*	*-%*	*2%*	*-%*	*-%*
										b		
More than twice a day	**8**	8	*	*	-	**	*	*	2	2	-	-
	1%	*1%*	*%*	*1%*	*-%*	**	*1%*	*%*	*1%*	*2%*	*-%*	*-%*
										a		
Don't know	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1580**	93	76	207	42	100	193	113	94	91	1009	174	181	216
Weighted total	**1501**	126	121	263	51	127	232	138	120	112	1291	66	68	75
Less than once a week	**476**	25	45	77	**	52	77	39	42	35	415	21	22	18
	32%	*20%*	*38%*	*29%*	**	*41%*	*33%*	*28%*	*35%*	*32%*	*32%*	*31%*	*33%*	*24%*
			am		**am**	**acm**	**am**		**am**		**am**	a	a	
Once a week	**388**	30	27	85	**	48	50	36	25	21	334	14	19	21
	26%	*24%*	*23%*	*32%*	**	*38%*	*21%*	*26%*	*21%*	*19%*	*26%*	*20%*	*29%*	*29%*
				fhik		**abfhijk**								
More than once a week but not every day	**421**	57	31	69	**	12	62	39	37	38	359	21	16	24
	28%	*45%*	*25%*	*26%*	**	*10%*	*27%*	*28%*	*30%*	*34%*	*28%*	*32%*	*24%*	*32%*
		bcefghj klm	e	e	e		e	e	e	e	e	e	e	e
Once a day	**201**	15	15	26	**	15	42	22	16	17	170	11	10	11
	13%	*12%*	*13%*	*10%*	**	*12%*	*18%*	*16%*	*14%*	*16%*	*13%*	*16%*	*14%*	*14%*
							cd					d		
Twice a day	**6**	-	2	4	**	-	*	-	-	-	6	-	-	-
	****%***	*-%*	*2%*	*1%*	**	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
More than twice a day	**8**	-	-	3	**	-	2	2	-	*	7	-	*	1
	1%	*-%*	*-%*	*1%*	**	*-%*	*1%*	*1%*	*-%*	**%*	*1%*	*-%*	*1%*	*1%*
Don't know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1580**	112	60	197	39	93	201	95	96	105	998	180	186	216
Weighted total	**1501**	158	96	250	46	107	253	115	127	131	1282	71	72	75
Less than once a week	**476**	38	39	78	**	40	71	35	44	43	413	23	22	18
	32%	*24%*	*41%*	*31%*	**	*37%*	*28%*	*30%*	*34%*	*33%*	*32%*	*33%*	*30%*	*24%*
			am		**acfghijklm**	**am**					m			
Once a week	**388**	42	13	76	**	40	68	29	26	26	329	14	24	21
	26%	*27%*	*14%*	*30%*	**	*37%*	*27%*	*26%*	*21%*	*20%*	*26%*	*20%*	*33%*	*28%*
				bik		**bdhijk**	b				b		**bhijk**	b
More than once a week but not every day	**421**	61	29	67	**	15	66	27	40	44	357	23	16	24
	28%	*39%*	*30%*	*27%*	**	*14%*	*26%*	*24%*	*32%*	*34%*	*28%*	*32%*	*22%*	*32%*
		cdefgjl	e	e			e		e	**el**	e	**el**		**el**
Once a day	**201**	17	12	22	**	13	46	22	17	17	170	11	10	11
	13%	*11%*	*13%*	*9%*	**	*12%*	*18%*	*19%*	*13%*	*13%*	*13%*	*15%*	*14%*	*15%*
							c	c						
Twice a day	**6**	-	2	4	**	-	-	-	-	-	6	-	-	-
	****%***	*-%*	*2%*	*2%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
			fklm											
More than twice a day	**8**	-	-	3	**	-	2	2	-	*	7	-	*	1
	1%	*-%*	*-%*	*1%*	**	*-%*	*1%*	*2%*	*-%*	**%*	*1%*	*-%*	*1%*	*1%*
Don't know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1580	36	144	31	139	351	66	84	714	1184	396	1379	201	1525	55
Weighted total	1501	31	138	27	124	419	51	78	619	1207	294	1347	153	1432	68
Less than once a week	476	**	47	**	46	114	24	10	215	387	89	424	52	434	42
	32%	**	*34%*	**	*37%*	*27%*	*48%*	*13%*	*35%*	*32%*	*30%*	*31%*	*34%*	*30%*	*61%*
		ceg	g		**ceg**	g	**cegh**		**eg**						a
Once a week	388	**	34	**	21	112	15	18	161	303	85	356	32	369	19
	26%	**	*25%*	**	*17%*	*27%*	*30%*	*23%*	*26%*	*25%*	*29%*	*26%*	*21%*	*26%*	*27%*
		bdegh		d		d	d		d						
More than once a week but not every day	421	**	41	**	46	123	11	30	152	335	85	379	42	414	7
	28%	**	*30%*	**	*37%*	*29%*	*21%*	*39%*	*25%*	*28%*	*29%*	*28%*	*27%*	*29%*	*10%*
			a	a	**afh**	a	a	**afh**	a					b	
Once a day	201	**	15	**	11	69	*	20	80	167	34	178	23	200	1
	13%	**	*11%*	**	*9%*	*16%*	*1%*	*25%*	*13%*	*14%*	*12%*	*13%*	*15%*	*14%*	*1%*
			f	f	f	**adf**		**abdfh**	**af**					b	
Twice a day	6	**	-	**	-	2	-	-	4	6	-	4	2	6	-
	**%*	**	-%	**	-%	**%*	-%	-%	*1%*	*1%*	-%	**%*	*1%*	**%*	-%
													a		
More than twice a day	8	**	-	**	-	-	-	-	8	8	*	6	2	8	-
	1%	**	-%	**	-%	-%	-%	-%	*1%*	*1%*	**%*	**%*	*1%*	*1%*	-%
									e						
Don't know	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1580**	887	277	404	1130	374	64	8	4	-	-	-	1504	76	410	720	450
Weighted total	**1501**	830	279	377	1168	283	43	5	2	-	-	-	1450	50	481	686	333
Less than once a week	**476**	347	61	59	437	37	*	**	**	**	**	**	474	2	290	147	39
	32%	*42%*	*22%*	*16%*	*37%*	*13%*	*1%*	**	**	**	**	**	*33%*	*5%*	*60%*	*21%*	*12%*
		bc	c		**bcij**	**cj**							**bcj**		**bc**	c	
Once a week	**388**	259	51	78	343	36	10	**	**	**	**	**	378	10	145	197	45
	26%	*31%*	*18%*	*21%*	*29%*	*13%*	*22%*	**	**	**	**	**	*26%*	*19%*	*30%*	*29%*	*14%*
		bc			b		b						b		c	c	
More than once a week but not every day	**421**	176	118	124	301	108	10	**	**	**	**	**	410	11	44	257	119
	28%	*21%*	*42%*	*33%*	*26%*	*38%*	*24%*	**	**	**	**	**	*28%*	*22%*	*9%*	*37%*	*36%*
			ac	a		**acij**										a	a
Once a day	**201**	42	48	109	84	90	22	**	**	**	**	**	174	27	2	82	117
	13%	*5%*	*17%*	*29%*	*7%*	*32%*	*52%*	**	**	**	**	**	*12%*	*54%*	*%*	*12%*	*35%*
			a	**ab**		**ai**	**abi**						a	**abi**		a	**ab**
Twice a day	**6**	4	-	2	2	4	-	**	**	**	**	**	6	-	-	2	4
	%	*%*	*-%*	*1%*	*%*	*1%*	*-%*	**	**	**	**	**	*%*	*-%*	*-%*	*%*	*1%*
						ai											**ab**
More than twice a day	**8**	3	2	4	1	7	*	**	**	**	**	**	8	*	1	1	7
	1%	*%*	*1%*	*1%*	*%*	*2%*	*1%*	**	**	**	**	**	*1%*	*%*	*%*	*%*	*2%*
						ai											**ab**
Don't know	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1580**	1488	994	1580	613	517	1038	1377	98	45	44	10	6	-	580	15	10	6	1	1	-	2
Weighted total	**1501**	1381	862	1501	574	403	910	1372	71	27	22	4	4	-	554	11	5	3	*	*	-	1
Less than once a week	**476**	430	164	476	118	77	199	444	17	**	**	**	**	**	114	**	**	**	**	**	**	**
	32%	*31%*	*19%*	*32%*	*20%*	*19%*	*22%*	*32%*	*25%*	**	**	**	**	**	*21%*	**	**	**	**	**	**	**
		bdef		**bdef**																		
Once a week	**388**	365	200	388	128	89	218	364	13	**	**	**	**	**	125	**	**	**	**	**	**	**
	26%	*26%*	*23%*	*26%*	*22%*	*22%*	*24%*	*26%*	*18%*	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
More than once a week but not every day	**421**	392	309	421	201	149	321	397	13	**	**	**	**	**	198	**	**	**	**	**	**	**
	28%	*28%*	*36%*	*28%*	*35%*	*37%*	*35%*	*29%*	*18%*	**	**	**	**	**	*36%*	**	**	**	**	**	**	**
			ac		**ac**	**ac**	**ac**	**bd**														
Once a day	**201**	182	179	201	121	82	162	157	28	**	**	**	**	**	112	**	**	**	**	**	**	**
	13%	*13%*	*21%*	*13%*	*21%*	*20%*	*18%*	*11%*	*39%*	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
			ac		**ac**	**ac**	**ac**		**ac**		**ac**											
Twice a day	**6**	4	4	6	2	2	4	6	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
More than twice a day	**8**	8	6	8	4	4	6	5	-	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
										abd												
Don't know	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**1580**	399	378	441	350	12	191	136	151	129	6	346	30	232	1427	153
Weighted total	**1501**	476	388	421	201	14	201	123	128	117	4	372	20	175	1353	148
Less than once a week	**476**	476	-	-	-	**	88	10	10	10	**	70	**	44	435	42
	32%	*100%*	*-%*	*-%*	*-%*	**	*43%*	*8%*	*8%*	*8%*	**	*19%*	**	*25%*	*32%*	*28%*
		bcd					**bcd**									
Once a week	**388**	-	388	-	-	**	37	63	16	13	**	72	**	48	356	32
	26%	*-%*	*100%*	*-%*	*-%*	**	*18%*	*51%*	*12%*	*11%*	**	*19%*	**	*28%*	*26%*	*22%*
			acd					**acd**						a		
More than once a week but not every day	**421**	-	-	421	-	**	50	39	85	26	**	147	**	49	370	51
	28%	*-%*	*-%*	*100%*	*-%*	**	*25%*	*31%*	*66%*	*22%*	**	*40%*	**	*28%*	*27%*	*34%*
				abd					**abd**			**bc**				
Once a day	**201**	-	-	-	201	**	24	12	17	66	**	77	**	34	180	21
	13%	*-%*	*-%*	*-%*	*100%*	**	*12%*	*10%*	*13%*	*56%*	**	*21%*	**	*19%*	*13%*	*14%*
					abc					**abc**			**ac**			
Twice a day	**6**	-	-	-	-	**	2	-	-	-	**	2	**	*	4	2
	****%***	*-%*	*-%*	*-%*	*-%*	**	*1%*	*-%*	*-%*	*-%*	**	*1%*	**	**%*	**%*	*1%*
																a
More than twice a day	**8**	-	-	-	-	**	*	*	-	2	**	4	**	1	8	-
	1%	*-%*	*-%*	*-%*	*-%*	**	**%*	**%*	*-%*	*2%*	**	*1%*	**	**%*	*1%*	*-%*
Don't know	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1580**	1525	55	431	182	1506	74	425	188	385	1397	211	2
Weighted total	**1501**	1450	50	390	184	1432	69	388	186	323	1288	145	1
Less than once a week	**476**	458	18	75	42	454	22	74	44	81	399	23	**
	32%	*32%*	*35%*	*19%*	*23%*	*32%*	*33%*	*19%*	*24%*	*25%*	*31%*	*16%*	**
										c	**ac**		
Once a week	**388**	379	9	97	31	375	13	97	31	96	330	34	**
	26%	*26%*	*17%*	*25%*	*17%*	*26%*	*19%*	*25%*	*17%*	*30%*	*26%*	*24%*	**
				b				b					
More than once a week but not every day	**421**	406	15	121	80	401	20	123	78	95	373	56	**
	28%	*28%*	*29%*	*31%*	*43%*	*28%*	*29%*	*32%*	*42%*	*30%*	*29%*	*39%*	**
					a				a			**ab**	
Once a day	**201**	192	9	93	28	188	13	90	31	47	175	29	**
	13%	*13%*	*18%*	*24%*	*15%*	*13%*	*19%*	*23%*	*16%*	*14%*	*14%*	*20%*	**
				b								b	
Twice a day	**6**	6	-	*	2	6	-	*	2	-	4	-	**
	****%***	**%*	*-%*	**%*	*1%*	**%*	*-%*	**%*	*1%*	*-%*	**%*	*-%*	**
					a				a				
More than twice a day	**8**	8	-	4	*	8	-	4	*	3	8	2	**
	1%	*1%*	*-%*	*1%*	**%*	*1%*	*-%*	*1%*	**%*	*1%*	*1%*	*2%*	**
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1580	322	870	142	-	403	414	145	3	1441	957	514	1249	1041	38
Weighted total	1501	283	736	110	-	402	369	129	*	1336	835	472	1180	914	18
Less than once a week	476	60	130	18	**	72	77	22	**	412	158	82	348	250	**
	32%	21%	18%	16%	**	18%	21%	17%	**	31%	19%	17%	30%	27%	**
										bc			c	c	
Once a week	388	82	161	20	**	101	84	21	**	356	196	103	323	223	**
	26%	29%	22%	18%	**	25%	23%	16%	**	27%	23%	22%	27%	24%	**
		bc				c				c					ab
More than once a week but not every day	421	93	266	40	**	148	115	49	**	382	303	172	348	277	**
	28%	33%	36%	36%	**	37%	31%	38%	**	29%	36%	36%	30%	30%	**
											a	a			
Once a day	201	44	170	31	**	75	87	34	**	174	169	110	150	154	**
	13%	16%	23%	28%	**	19%	24%	27%	**	13%	20%	23%	13%	17%	**
			a	a				a			a	a		a	
Twice a day	6	-	4	-	**	2	2	2	**	4	4	2	2	6	**
	*%	-%	1%	-%	**	1%	1%	2%	**	*%	*%	*%	*%	1%	**
More than twice a day	8	4	6	2	**	4	4	*	**	8	6	4	8	4	**
	1%	1%	1%	2%	**	1%	1%	*%	**	1%	1%	1%	1%	*%	**
Don't know	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**1580**	379	274	285	73	78	1165	1003	73	13	25	8	1535	1346	1543	1288	1546
Weighted total	**1501**	346	245	271	75	72	1099	886	65	11	26	7	1450	1218	1457	1182	1465
Less than once a week	**476**	60	38	50	10	8	331	238	16	**	**	**	448	349	450	361	456
	32%	*17%*	*16%*	*18%*	*14%*	*11%*	*30%*	*27%*	*24%*	**	**	**	*31%*	*29%*	*31%*	*31%*	*31%*
Once a week	**388**	60	55	82	15	12	285	215	13	**	**	**	382	317	383	300	375
	26%	*17%*	*22%*	*30%*	*20%*	*17%*	*26%*	*24%*	*20%*	**	**	**	*26%*	*26%*	*26%*	*25%*	*26%*
				abe													
More than once a week but not every day	**421**	136	78	85	27	28	325	277	22	**	**	**	410	371	412	334	421
	28%	*39%*	*32%*	*31%*	*36%*	*39%*	*30%*	*31%*	*34%*	**	**	**	*28%*	*30%*	*28%*	*28%*	*29%*
		c															
Once a day	**201**	85	71	51	23	24	150	146	14	**	**	**	195	170	197	176	198
	13%	*24%*	*29%*	*19%*	*30%*	*33%*	*14%*	*16%*	*22%*	**	**	**	*13%*	*14%*	*14%*	*15%*	*14%*
			c		c	c											
Twice a day	**6**	2	2	-	-	-	2	4	-	**	**	**	6	4	6	2	6
	%	*1%*	*1%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	**	**	**	*%*	*%*	*%*	*%*	*%*
More than twice a day	**8**	4	*	2	-	*	6	6	-	**	**	**	8	8	8	8	8
	1%	*1%*	*%*	*1%*	*-%*	*%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Don't know	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1580	935	1523	379	12	1284	54	250	1282	274	14	75	255	188	1108	277
Weighted total	1501	860	1441	323	11	1204	61	246	1208	266	16	74	238	174	1070	254
Less than once a week	476	276	449	89	**	392	23	53	403	64	**	9	62	22	371	81
	32%	32%	31%	28%	**	33%	38%	22%	33% a	24%	**	13%	26% a	13%	35% a	32% a
Once a week	388	214	373	100	**	320	13	65	314	47	**	21	40	37	287	63
	26%	25%	26%	31% ab	**	27%	22%	26%	26%	18%	**	29% b	17%	21%	27%	25%
More than once a week but not every day	421	246	406	91	**	321	15	78	333	100	**	30	87	63	288	69
	28%	29%	28%	28%	**	27%	25%	32%	28%	38%	**	40%	37%	36% bc	27%	27%
Once a day	201	116	198	40	**	159	9	47	146	49	**	13	43	50	113	38
	13%	14%	14%	12%	**	13%	15%	19% b	12%	19%	**	18%	18%	29% bc	11%	15% b
Twice a day	6	2	6	2	**	6	-	2	4	2	**	-	2	-	6	-
	*%	*%	*%	1%	**	1%	-%	1%	*%	1%	**	-%	1%	-%	1%	-%
More than twice a day	8	6	8	1	**	6	-	1	7	2	**	-	2	2	4	2
	1%	1%	1%	*%	**	*%	-%	*%	1%	1%	**	-%	1%	1%	*%	1%
Don't know	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1580**	172	90	1300	908	672
Weighted total	**1501**	183	94	1214	858	643
Less than once a week	**476**	57	30	388	271	205
	32%	*31%*	*31%*	*32%*	*32%*	*32%*
Once a week	**388**	40	18	329	222	166
	26%	*22%*	*19%*	*27%*	*26%*	*26%*
More than once a week but not every day	**421**	57	21	338	232	189
	28%	*31%*	*23%*	*28%*	*27%*	*29%*
Once a day	**201**	28	23	148	127	75
	13%	*15%*	*25%*	*12%*	*15%*	*12%*
			c			
Twice a day	**6**	-	2	4	4	2
	***%**	*-%*	*2%*	**%*	**%*	**%*
			ac			
More than twice a day	**8**	2	-	7	2	6
	1%	*1%*	*-%*	*1%*	**%*	*1%*
Don't know	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1580**	151	116	137	181	140	87	129	107	165	138	127	102
Weighted total	**1501**	130	130	126	161	146	85	97	105	172	130	134	85
Less than once a week	**476**	31	47	32	41	40	26	32	39	56	49	52	32
	32%	*24%*	*37%*	*25%*	*26%*	*27%*	*30%*	*33%*	*37%*	*33%*	*38%*	*39%*	*37%*
			ad						**acd**		**acd**	**acde**	**acd**
Once a week	**388**	31	29	43	43	35	17	29	27	46	26	35	26
	26%	*24%*	*23%*	*34%*	*27%*	*24%*	*20%*	*30%*	*26%*	*27%*	*20%*	*26%*	*30%*
				bfj									
More than once a week but not every day	**421**	49	33	33	47	46	29	21	31	55	32	30	16
	28%	*37%*	*25%*	*26%*	*29%*	*31%*	*34%*	*21%*	*29%*	*32%*	*25%*	*23%*	*19%*
		bcgjkl				l	**gl**			**gl**			
Once a day	**201**	20	20	16	24	22	13	13	7	15	23	17	11
	13%	*15%*	*16%*	*13%*	*15%*	*15%*	*15%*	*14%*	*7%*	*9%*	*18%*	*13%*	*13%*
		h	h		h						**hi**		
Twice a day	**6**	-	-	2	4	-	-	-	-	-	-	-	*
	****%***	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
					i								
More than twice a day	**8**	-	-	-	2	3	-	2	*	-	-	-	1
	1%	*-%*	*-%*	*-%*	*1%*	*2%*	*-%*	*2%*	**%*	*-%*	*-%*	*-%*	*1%*
						i		i					
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1580**	404	408	401	367
Weighted total	**1501**	386	392	373	349
Less than once a week	**476**	110	107	127	132
	32%	*28%*	*27%*	*34%*	*38%*
				b	**ab**
Once a week	**388**	104	96	102	87
	26%	*27%*	*24%*	*27%*	*25%*
More than once a week but not every day	**421**	114	122	106	78
	28%	*30%*	*31%*	*29%*	*22%*
		d	d		
Once a day	**201**	56	58	36	51
	13%	*15%*	*15%*	*10%*	*15%*
		c	c		c
Twice a day	**6**	2	4	-	*
	***%**	*1%*	*1%*	*-%*	***%**
			c		
More than twice a day	**8**	-	5	3	1
	1%	*-%*	*1%*	*1%*	***%**
			a		
Don't know	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

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

		TOTAL	Business Size						Turnover				
			0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total		**743**	462	175	58	48	-	281	137	131	47	26	83
Weighted total		**735**	701	21	7	6	-	34	212	163	57	19	36
1-24	(12.5)	**707**	675	19	7	**	**	32	209	161	**	**	31
		96%	*96%*	*93%*	*94%*	**	**	*93%*	*99%*	*99%*	**	**	*86%*
									ce	**ce**			
25 - 49	(37.0)	**13**	12	1	*	**	**	1	3	1	**	**	2
		2%	*2%*	*3%*	*4%*	**	**	*3%*	*1%*	*%*	**	**	*6%*
													b
50 - 99	(75.0)	**12**	11	1	*	**	**	1	-	-	**	**	2
		2%	*2%*	*3%*	*2%*	**	**	*2%*	-%	-%	**	**	*7%*
											ab		**ab**
100 - 249	(175.0)	**3**	3	*	-	**	**	*	-	1	**	**	*
		%	*%*	*1%*	-%	**	**	*1%*	-%	*%*	**	**	*1%*
						a					a		
250 - 499	(375.0)	*	-	-	*	**	**	*	-	-	**	**	*
		%	-%	-%	*1%*	**	**	*%*	-%	-%	**	**	*%*
					a								
500 - 4,999	(2750.0)	*	*	-	-	**	**	-	-	*	**	**	-
		%	*%*	-%	-%	**	**	-%	-%	*%*	**	**	-%
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	**	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	**	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	**	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
5m +	(5500000.0)	**-**	-	-	-	**	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Don't know		**-**	-	-	-	**	**	-	-	-	**	**	-
		-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Net: 0-49		**720**	687	20	7	**	**	32	212	162	**	**	33
		98%	*98%*	*96%*	*97%*	**	**	*96%*	*100%*	*99%*	**	**	*92%*
									ce	**ce**			
50+		**15**	14	1	*	**	**	1	-	1	**	**	3
		2%	*2%*	*4%*	*3%*	**	**	*4%*	-%	*1%*	**	**	*8%*
											ab		**ab**
Answered		**735**	701	21	7	**	**	34	212	163	**	**	36
Mean		**16.42**	16.35	17.06	18.69	**	**	17.83	12.86	21.29	**	**	20.77
											a		a

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

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

		TOTAL	GOR (QC3)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total		743	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total		735	74	67	115	15	63	121	63	60	65	645	27	30	32
1-24	(12.5)	707	69	**	112	**	**	117	61	**	60	622	27	28	30
		96%	*93%*	**	*97%*	**	**	*97%*	*97%*	**	*94%*	*96%*	*98%*	*94%*	*94%*
25 - 49	(37.0)	13	*	**	2	**	**	2	*	**	2	10	*	1	1
		2%	**%*	**	*2%*	**	**	*1%*	**%*	**	*3%*	*2%*	**%*	*4%*	*4%*
50 - 99	(75.0)	12	5	**	2	**	**	2	2	**	-	11	-	-	1
		2%	*7%*	**	*2%*	**	**	*2%*	*3%*	**	*-%*	*2%*	*-%*	*-%*	*2%*
			jkl												
100 - 249	(175.0)	3	-	**	-	**	**	*	-	**	2	2	-	1	-
		%	*-%*	**	*-%*	**	**	**%*	*-%*	**	*3%*	**%*	*-%*	*2%*	*-%*
											j				
250 - 499	(375.0)	*	-	**	-	**	**	-	-	**	-	-	-	-	*
		%	*-%*	**	*-%*	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**%*
500 - 4,999	(2750.0)	*	-	**	-	**	**	-	-	**	-	-	*	-	-
		%	*-%*	**	*-%*	**	**	*-%*	*-%*	**	*-%*	*-%*	*2%*	*-%*	*-%*
													j		
5,000 - 49 ,999	(27500.0)	-	-	**	-	**	**	-	-	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	-	-	**	-	**	**	-	-	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	-	-	**	-	**	**	-	-	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	-	-	**	-	**	**	-	-	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		-	-	**	-	**	**	-	-	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		720	70	**	113	**	**	119	61	**	62	632	27	29	32
		98%	*93%*	**	*98%*	**	**	*98%*	*97%*	**	*97%*	*98%*	*98%*	*98%*	*98%*
												a			
50+		15	5	**	2	**	**	2	2	**	2	13	*	1	1
		2%	*7%*	**	*2%*	**	**	*2%*	*3%*	**	*3%*	*2%*	*2%*	*2%*	*2%*
			j												
Answered		735	74	**	115	**	**	121	63	**	65	645	27	30	32
Mean		16.42	16.72	**	13.98	**	**	14.12	14.55	**	18.64	14.56	60.99	16.95	15.58
													j		

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

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

		TOTAL	GOR (sample)												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total		**743**	63	35	90	13	48	103	43	50	53	498	76	85	84
Weighted total		**735**	80	61	107	13	58	141	54	58	68	641	32	30	33
1-24	(12.5)	**707**	75	**	104	**	**	137	**	**	64	620	29	28	30
		96%	*94%*	**	*97%*	**	**	*97%*	**	**	*94%*	*97%*	*91%*	*94%*	*93%*
							k			k		k			
25 - 49	(37.0)	**13**	*	**	2	**	**	2	**	**	2	8	2	1	1
		2%	**%*	**	*2%*	**	**	*1%*	**	**	*3%*	*1%*	*8%*	*4%*	*4%*
													afhj		j
50 - 99	(75.0)	**12**	5	**	2	**	**	2	**	**	-	11	*	-	1
		2%	*6%*	**	*2%*	**	**	*1%*	**	**	*-%*	*2%*	**%*	*-%*	*2%*
			jkl												
100 - 249	(175.0)	**3**	-	**	-	**	**	*	**	**	2	2	-	1	-
		****%***	*-%*	**	*-%*	**	**	**%*	**	**	*3%*	**%*	*-%*	*2%*	*-%*
											j				
250 - 499	(375.0)	*	-	**	-	**	**	-	**	**	-	-	-	-	*
		****%***	*-%*	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	**%*
500 - 4,999	(2750.0)	*	-	**	-	**	**	-	**	**	-	-	*	-	-
		****%***	*-%*	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*2%*	*-%*	*-%*
													j		
5,000 - 49 ,999	(27500.0)	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
		-%	*-%*	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**720**	75	**	105	**	**	139	**	**	66	628	31	29	32
		98%	*94%*	**	*98%*	**	**	*98%*	**	**	*97%*	*98%*	*98%*	*98%*	*98%*
50+		**15**	5	**	2	**	**	2	**	**	2	13	1	1	1
		2%	*6%*	**	*2%*	**	**	*2%*	**	**	*3%*	*2%*	*2%*	*2%*	*2%*
Answered		**735**	80	**	107	**	**	141	**	**	68	641	32	30	33
Mean		**16.42**	16.42	**	13.97	**	**	13.90	**	**	18.32	14.46	56.19	16.95	15.73
													j		

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

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

		TOTAL	Industry								Urbanity		Location		Internet connection	
			Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total		743	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total		735	12	123	8	46	297	9	23	209	583	152	675	60	717	18
1-24	(12.5)	707	**	114	**	45	285	**	**	202	559	147	649	57	689	**
		96%	**	*93%*	**	*99%*	*96%*	**	**	*97%*	*96%*	*97%*	*96%*	*96%*	*96%*	**
25 - 49	(37.0)	13	**	3	**	1	6	**	**	4	11	2	10	2	13	**
		2%	**	*2%*	**	*1%*	*2%*	**	**	*2%*	*2%*	*1%*	*2%*	*4%*	*2%*	**
50 - 99	(75.0)	12	**	5	**	-	4	**	**	3	9	3	12	*	12	**
		2%	**	*4%*	**	*-%*	*1%*	**	**	*1%*	*2%*	*2%*	*2%*	*%*	*2%*	**
100 - 249	(175.0)	3	**	*	**	-	3	**	**	*	3	*	3	-	3	**
		%	**	*%*	**	*-%*	*1%*	**	**	*%*	*1%*	*%*	*%*	*-%*	*%*	**
250 - 499	(375.0)	*	**	-	**	-	*	**	**	-	-	*	*	-	*	**
		%	**	*-%*	**	*-%*	*%*	**	**	*-%*	*-%*	*%*	*%*	*-%*	*%*	**
500 - 4,999	(2750.0)	*	**	-	**	-	-	**	**	*	*	-	*	-	*	**
		%	**	*-%*	**	*-%*	*-%*	**	**	*%*	*%*	*-%*	*%*	*-%*	*%*	**
5,000 - 49 ,999	(27500.0)	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	*-%*	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
50,000 - 499,999	(275000.0)	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	*-%*	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
500,000 - 4 ,999,999	(2750000.0)	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	*-%*	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
5m +	(5500000.0)	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	*-%*	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Don't know		-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
		-%	**	*-%*	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Net: 0-49		720	**	117	**	46	291	**	**	206	570	149	660	60	702	**
		98%	**	*96%*	**	*100%*	*98%*	**	**	*98%*	*98%*	*98%*	*98%*	*100%*	*98%*	**
50+		15	**	5	**	-	6	**	**	3	12	3	15	*	15	**
		2%	**	*4%*	**	*-%*	*2%*	**	**	*2%*	*2%*	*2%*	*2%*	*%*	*2%*	**
Answered		735	**	123	**	46	297	**	**	209	583	152	675	60	717	**
Mean		16.42	**	15.86	**	12.81	15.30	**	**	20.09	17.00	14.18	16.67	13.56	16.52	**

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 17 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
			Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total		**743**	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total		**735**	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
1-24	(12.5)	**707**	277	141	282	428	245	33	**	**	**	**	**	673	34	72	356	278
		96%	*99%*	*98%*	*93%*	*98%*	*97%*	*80%*	**	**	**	**	**	*98%*	*73%*	*100%*	*98%*	*93%*
			c	c		**cj**	**cj**							**cj**		c	c	
25 - 49	(37.0)	**13**	3	3	8	4	4	5	**	**	**	**	**	8	5	-	4	9
		2%	*1%*	*2%*	*2%*	*1%*	*2%*	*11%*	**	**	**	**	**	*1%*	*10%*	*-%*	*1%*	*3%*
								abi							**abi**			
50 - 99	(75.0)	**12**	1	*	11	4	4	2	**	**	**	**	**	8	4	-	4	8
		2%	*%*	*%*	*4%*	*1%*	*1%*	*5%*	**	**	**	**	**	*1%*	*9%*	*-%*	*1%*	*3%*
					ab			**ai**							**abi**			
100 - 249	(175.0)	**3**	*	*	3	-	*	1	**	**	**	**	**	*	3	-	-	3
		%	*%*	*%*	*1%*	*-%*	*%*	*2%*	**	**	**	**	**	*%*	*6%*	*-%*	*-%*	*1%*
								abi							**abi**			
250 - 499	(375.0)	*	-	-	*	-	-	-	**	**	**	**	**	-	*	-	-	*
		%	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*%*	*-%*	*-%*	*%*
500 - 4,999	(2750.0)	*	-	-	*	-	-	*	**	**	**	**	**	-	*	-	-	*
		%	*-%*	*-%*	*%*	*-%*	*-%*	*1%*	**	**	**	**	**	*-%*	*1%*	*-%*	*-%*	*%*
								ai							**ai**			
5,000 - 49 ,999	(27500.0)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know		-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**720**	280	143	289	432	249	37	**	**	**	**	**	681	39	72	360	288
		98%	*100%*	*100%*	*95%*	*99%*	*99%*	*91%*	**	**	**	**	**	*99%*	*83%*	*100%*	*99%*	*96%*
			c	c		**cj**	**cj**							**cj**			c	
50+		**15**	1	*	14	4	4	4	**	**	**	**	**	8	8	-	4	11
		2%	*%*	*%*	*5%*	*1%*	*1%*	*9%*	**	**	**	**	**	*1%*	*17%*	*-%*	*1%*	*4%*
					ab			**abi**							**abi**			b
Answered		**735**	281	144	303	436	253	41	**	**	**	**	**	689	46	72	364	299
Mean		**16.42**	12.98	13.22	21.21	13.27	13.87	54.84	**	**	**	**	**	13.49	60.09	12.50	13.42	21.01
								abi							**abi**			

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

Produced by OLR
Issue date: 27/02/18

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

			Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%			a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total		**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total		**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
1-24	(12.5)	**707**	478	446	554	707	224	480	502	**	**	**	**	**	**	707	**	**	**	**	**	**	**
		96%	*98%*	*97%*	*97%*	*96%*	*95%*	*97%*	*98%*	**	**	**	**	**	**	*100%*	**	**	**	**	**	**	**
			e						b														
25 - 49	(37.0)	**13**	7	7	11	13	6	6	8	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		2%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
50 - 99	(75.0)	**12**	3	5	5	12	5	7	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		2%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*%*	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
										a													
100 - 249	(175.0)	**3**	*	3	3	3	*	1	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		%	*%*	*1%*	*1%*	*%*	*%*	*%*	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
250 - 499	(375.0)	*	*	*	*	*	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
500 - 4,999	(2750.0)	*	*	*	*	*	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		%	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know		**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Net: 0-49		**720**	485	453	565	720	230	487	511	**	**	**	**	**	**	707	**	**	**	**	**	**	**
		98%	*99%*	*98%*	*99%*	*98%*	*98%*	*98%*	*100%*	**	**	**	**	**	**	*100%*	**	**	**	**	**	**	**
									b														
50+		**15**	4	8	8	15	6	9	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
		2%	*1%*	*2%*	*1%*	*2%*	*2%*	*2%*	*%*	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
										a													
Answered		**735**	489	462	574	735	235	496	513	**	**	**	**	**	**	707	**	**	**	**	**	**	**
Mean		**16.42**	16.16	17.53	16.70	16.42	20.30	16.81	13.13	**	**	**	**	**	**	12.50	**	**	**	**	**	**	**
										a													

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

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

		TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
			Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total		**743**	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total		**735**	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
1-24	(12.5)	**707**	114	125	198	112	**	252	155	171	124	**	464	**	198	540	166
		96%	*97%*	*98%*	*99%* d	*93%*	**	*99%* d	*97%* d	*98%* d	*91%*	**	*95%*	**	*98%* a	*97%* b	*93%*
25 - 49	(37.0)	**13**	3	1	2	4	**	2	2	1	6	**	10	**	3	7	6
		2%	*3%*	*1%*	*1%*	*3%*	**	*1%*	*1%*	*%*	*4%* ac	**	*2%*	**	*1%*	*1%*	*4%* a
50 - 99	(75.0)	**12**	*	2	-	2	**	1	2	2	4	**	11	**	1	7	5
		2%	*%*	*2%*	-%	*2%* c	**	*%*	*1%*	*1%*	*3%* a	**	*2%*	**	*%*	*1%*	*3%*
100 - 249	(175.0)	**3**	-	-	*	3	**	-	*	*	3	**	3	**	-	3	*
		%	-%	-%	*%	*2%* c	**	-%	*%	*%	*2%* a	**	*1%*	**	-%	*%	*%
250 - 499	(375.0)	*	-	-	-	*	**	-	-	-	-	**	*	**	-	-	*
		%	-%	-%	-%	*%*	**	-%	-%	-%	-%	**	*%*	**	-%	-%	*%
500 - 4,999	(2750.0)	*	*	-	-	-	**	*	-	-	-	**	*	**	-	*	-
		%	*%*	-%	-%	-%	**	*%*	-%	-%	-%	**	*%*	**	-%	*%	-%
5,000 - 49,999	(27500.0)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Don't know		**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
		-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Net: 0-49		**720**	117	126	201	116	**	254	158	172	130	**	475	**	200	547	173
		98%	*99%*	*98%*	*100%* d	*96%*	**	*100%* d	*99%*	*99%* d	*95%*	**	*97%*	**	*100%* a	*98%*	*97%*
50+		**15**	1	2	*	5	**	1	2	2	7	**	14	**	1	10	5
		2%	*1%*	*2%*	*%*	*4%* c	**	*%*	*1%*	*1%*	*5%* ac	**	*3%* c	**	*%*	*2%*	*3%*
Answered		**735**	118	128	201	121	**	256	160	174	137	**	489	**	201	557	178
Mean		**16.42**	24.42	13.73	12.90	18.55 c	**	18.04	13.79	13.42	18.67 bc	**	18.16	**	13.05	16.69	15.57

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

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

		TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
			Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total		**743**	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total		**735**	545	29	492	243	532	42	486	249	184	441	88	-
1-24	(12.5)	**707**	525	**	478	229	512	**	471	236	182	430	86	**
		96%	*96%*	**	*97%*	*94%*	*96%*	**	*97%*	*95%*	*99%*	*98%*	*98%*	**
25 - 49	(37.0)	**13**	11	**	6	6	11	**	8	5	2	7	*	**
		2%	*2%*	**	*1%*	*3%*	*2%*	**	*2%*	*2%*	*1%*	*2%*	*%*	**
50 - 99	(75.0)	**12**	5	**	4	7	5	**	4	7	*	3	1	**
		2%	*1%*	**	*1%*	*3%*	*1%*	**	*1%*	*3%*	*%*	*1%*	*1%*	**
						a				a				
100 - 249	(175.0)	**3**	3	**	3	*	3	**	3	*	-	*	-	**
		%	*1%*	**	*1%*	*%*	*1%*	**	*1%*	*%*	-%	*%*	-%	**
250 - 499	(375.0)	*	*	**	-	*	*	**	-	*	*	*	*	**
		%	*%*	**	-%	*%*	*%*	**	-%	*%*	*%*	*%*	*%*	**
500 - 4,999	(2750.0)	*	*	**	*	-	*	**	*	-	-	*	*	**
		%	*%*	**	*%*	-%	*%*	**	*%*	-%	-%	*%*	*1%*	**
5,000 - 49 ,999	(27500.0)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		**-**	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: 0-49		**720**	536	**	484	235	523	**	479	241	184	437	87	**
		98%	*99%*	**	*98%*	*97%*	*98%*	**	*98%*	*97%*	*100%*	*99%*	*98%*	**
50+		**15**	8	**	8	8	8	**	8	8	*	4	1	**
		2%	*1%*	**	*2%*	*3%*	*2%*	**	*2%*	*3%*	*%*	*1%*	*2%*	**
Answered		**735**	545	**	492	243	532	**	486	249	184	441	88	**
Mean		**16.42**	16.88	**	16.96	15.32	16.97	**	17.10	15.09	12.93	16.53	28.51	**

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

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

		TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total		743	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total		735	193	378	82	-	529	459	175	*	462	445	587	442	354	11
1-24	(12.5)	707	184	366	77	**	509	443	165	**	451	429	569	428	340	**
		96%	96%	97%	93%	**	96%	97%	94%	**	98%	97%	97%	97%	96%	**
25 - 49	(37.0)	13	6	4	2	**	10	7	5	**	7	7	10	8	8	**
		2%	3%	1%	3%	**	2%	2%	3%	**	2%	2%	2%	2%	2%	**
50 - 99	(75.0)	12	2	5	2	**	9	5	4	**	3	5	5	3	3	**
		2%	1%	1%	3%	**	2%	1%	2%	**	1%	1%	1%	1%	1%	**
100 - 249	(175.0)	3	1	3	1	**	1	3	1	**	*	3	3	3	3	**
		*%	*%	1%	1%	**	*%	1%	*%	**	*%	1%	*%	1%	1%	**
250 - 499	(375.0)	*	*	-	*	**	*	-	-	**	*	*	-	*	-	**
		*%	*%	-%	*%	**	*%	-%	-%	**	*%	*%	-%	*%	-%	**
500 - 4,999	(2750.0)	*	-	*	*	**	-	*	*	**	*	*	*	-	*	**
		*%	-%	*%	1%	**	-%	*%	*%	**	*%	*%	*%	-%	*%	**
5,000 - 49 ,999	(27500.0)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
50,000 - 499,999	(275000.0)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
5m +	(5500000.0)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know		-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
		-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Net: 0-49		720	190	369	79	**	519	450	170	**	459	436	579	436	348	**
		98%	99%	98%	96%	**	98%	98%	97%	**	99%	98%	99%	99%	98%	**
50+		15	3	8	3	**	10	8	5	**	4	8	8	6	6	**
		2%	1%	2%	4%	**	2%	2%	3%	**	1%	2%	1%	1%	2%	**
Answered		735	193	378	82	**	529	459	175	**	462	445	587	442	354	**
Mean		16.42	14.55	18.32	32.31	**	14.30	17.44	22.62	**	16.32	17.65	16.45	14.46	18.55	**

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

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

		TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
			First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total		**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total		**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
1-24	(12.5)	**707**	388	278	341	92	81	444	382	**	**	**	**	673	590	676	648	693
		96%	*97%*	*96%*	*97%*	*95%*	*93%*	*97%*	*97%*	**	**	**	**	*96%*	*97%*	*96%*	*97%*	*96%*
25 - 49	(37.0)	**13**	5	5	5	3	3	8	6	**	**	**	**	11	9	11	9	13
		2%	*1%*	*2%*	*1%*	*3%*	*3%*	*2%*	*1%*	**	**	**	**	*2%*	*1%*	*1%*	*1%*	*2%*
50 - 99	(75.0)	**12**	4	4	6	2	2	5	5	**	**	**	**	12	9	12	11	12
		2%	*1%*	*2%*	*2%*	*2%*	*2%*	*1%*	*1%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
100 - 249	(175.0)	**3**	3	3	1	1	1	3	3	**	**	**	**	3	*	3	1	3
		%	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
250 - 499	(375.0)	*	-	-	-	-	-	*	-	**	**	**	**	*	*	*	*	*
		%	-%	-%	-%	-%	-%	*%*	-%	**	**	**	**	*%*	*%*	*%*	*%*	*%*
500 - 4,999	(2750.0)	*	-	*	-	-	*	-	*	**	**	**	**	*	*	*	*	*
		%	-%	*%*	-%	-%	*1%*	-%	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Net: 0-49		**720**	394	283	346	95	83	452	388	**	**	**	**	683	599	687	657	706
		98%	*98%*	*97%*	*98%*	*98%*	*96%*	*98%*	*98%*	**	**	**	**	*98%*	*98%*	*98%*	*98%*	*98%*
50+		**15**	7	8	6	2	3	8	8	**	**	**	**	15	10	15	13	15
		2%	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*2%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
Answered		**735**	400	291	352	97	87	460	396	**	**	**	**	698	610	702	669	721
Mean		**16.42**	14.62	19.90	14.15	15.33	31.01	14.65	18.09	**	**	**	**	16.54	16.16	16.52	16.12	16.49

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

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

		TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
			Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%			a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total		743	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total		735	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
1-24	(12.5)	707	475	674	191	**	525	**	147	504	274	**	82	234	146	452	108
		96%	97%	97%	96%	**	97%	**	96%	96%	94%	**	95%	94%	92%	97% a	99% a
25 - 49	(37.0)	13	10	9	2	**	9	**	1	11	6	**	2	6	6	6	1
		2%	2%	1%	1%	**	2%	**	1%	2%	2%	**	2%	3%	4% b	1%	1%
50 - 99	(75.0)	12	5	12	4	**	9	**	2	7	7	**	2	7	4	7	*
		2%	1%	2%	2%	**	2%	**	1%	1%	3%	**	2%	3%	2%	2%	*%
100 - 249	(175.0)	3	1	3	1	**	*	**	3	*	2	**	-	2	3	*	-
		*%	*%	*%	*%	**	*%	**	2% b	*%	1%	**	-%	1%	2% b	*%	-%
250 - 499	(375.0)	*	*	*	*	**	-	**	*	-	*	**	*	-	*	-	-
		*%	*%	*%	*%	**	-%	**	*%	-%	*%	**	*%	-%	*%	-%	-%
500 - 4,999	(2750.0)	*	-	*	*	**	-	**	*	-	*	**	-	*	-	*	-
		*%	-%	*%	*%	**	-%	**	*%	-%	*%	**	-%	*%	-%	*%	-%
5,000 - 49 ,999	(27500.0)	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Don't know		-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
		-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Net: 0-49		720	485	683	193	**	534	**	149	515	280	**	84	240	152	458	109
		98%	99%	98%	97%	**	98%	**	97%	99%	97%	**	98%	96%	96%	98%	100% a
50+		15	6	15	5	**	9	**	5	7	10	**	2	10	7	8	*
		2%	1%	2%	3%	**	2%	**	3%	1%	3%	**	2%	4%	4% c	2%	*%
Answered		735	491	698	198	**	543	**	154	522	290	**	86	250	159	467	109
Mean		16.42	13.98	16.48	21.31	**	13.98	**	24.90	13.96	20.50	**	14.85	21.65	17.91 c	16.77	12.68

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

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

		TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
			Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	c	a	b
Unweighted total		**743**	169	69	497	409	334
Weighted total		**735**	196	76	457	380	354
1-24	(12.5)	**707**	182	72	447	366	341
		96%	*93%*	*95%*	*98%* a	*96%*	*96%*
25 - 49	(37.0)	**13**	7	2	4	6	6
		2%	*4%* c	*3%*	*1%*	*2%*	*2%*
50 - 99	(75.0)	**12**	6	*	6	7	5
		2%	*3%*	*%*	*1%*	*2%*	*1%*
100 - 249	(175.0)	**3**	1	2	*	*	3
		***%**	*%*	*3%* c	*%*	*%*	*1%*
250 - 499	(375.0)	*	*	-	-	*	-
		***%**	*%*	-%	-%	*%*	-%
500 - 4,999	(2750.0)	*	-	-	*	*	-
		***%**	-%	-%	*%*	*%*	-%
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Don't know		**-**	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Net: 0-49		**720**	189	74	451	372	347
		98%	*96%*	*97%*	*99%*	*98%*	*98%*
50+		**15**	7	2	6	8	7
		2%	*4%*	*3%*	*1%*	*2%*	*2%*
Answered		**735**	196	76	457	380	354
Mean		**16.42**	16.08	17.76	16.38	17.79	14.95

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

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

		TOTAL	Month											
			Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total		**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total		**735**	67	74	54	88	90	58	46	52	63	59	46	39
1-24	(12.5)	**707**	64	71	52	86	84	56	46	47	62	56	**	**
		96%	*96%*	*96%*	*96%*	*98%*	*93%*	*98%*	*100%*	*92%*	*100%*	*94%*	**	**
									h		**eh**			
25 - 49	(37.0)	**13**	3	1	2	2	2	1	-	-	-	*	**	**
		2%	*4%*	*1%*	*3%*	*2%*	*3%*	*1%*	*-%*	*-%*	*-%*	*1%*	**	**
50 - 99	(75.0)	**12**	*	*	*	-	4	-	*	4	-	3	**	**
		2%	**%*	**%*	**%*	*-%*	*4%*	*-%*	**%*	*8%*	*-%*	*5%*	**	**
							d			**abcdfgik**		d		
100 - 249	(175.0)	**3**	-	2	*	*	-	1	-	-	*	-	**	**
		****%***	*-%*	*3%*	**%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	**	**
250 - 499	(375.0)	*	-	-	-	-	*	-	-	-	-	-	**	**
		****%***	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
500 - 4,999	(2750.0)	*	-	-	-	-	-	-	-	-	-	*	**	**
		****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**	**
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-	-	-	-	-	-	-	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
50,000 - 499,999	(275000.0)	**-**	-	-	-	-	-	-	-	-	-	-	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-	-	-	-	-	-	-	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
5m +	(5500000.0)	**-**	-	-	-	-	-	-	-	-	-	-	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
Don't know		**-**	-	-	-	-	-	-	-	-	-	-	**	**
		-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
Net: 0-49		**720**	67	72	54	88	86	57	46	47	62	56	**	**
		98%	*100%*	*97%*	*100%*	*100%*	*96%*	*99%*	*100%*	*92%*	*100%*	*94%*	**	**
			h		h	**ehj**			h		h		h	
50+		**15**	*	2	*	*	4	1	*	4	*	3	**	**
		2%	**%*	*3%*	**%*	**%*	*4%*	*1%*	**%*	*8%*	**%*	*6%*	**	**
							d			**acdgik**		d		
Answered		**735**	67	74	54	88	90	58	46	52	63	59	**	**
Mean		**16.42**	13.72	17.06	13.64	13.24	16.17	14.97	12.63	17.75	12.75	37.82	**	**
										dgi				

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

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

		TOTAL	Quarter			
			Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%			a	b	c	d
Unweighted total		**743**	188	230	167	158
Weighted total		**735**	195	236	160	144
1-24	(12.5)	**707**	187	226	155	138
		96%	*96%*	*96%*	*97%*	*96%*
25 - 49	(37.0)	**13**	5	5	-	3
		2%	*3%*	*2%*	*-%*	*2%*
			c			
50 - 99	(75.0)	**12**	*	4	4	3
		2%	**%*	*2%*	*3%*	*2%*
					a	
100 - 249	(175.0)	**3**	2	1	*	-
		****%***	*1%*	**%*	**%*	*-%*
250 - 499	(375.0)	*	-	*	-	-
		****%***	*-%*	**%*	*-%*	*-%*
500 - 4,999	(2750.0)	*	-	-	-	*
		****%***	*-%*	*-%*	*-%*	**%*
5,000 - 49 ,999	(27500.0)	**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
50,000 - 499,999	(275000.0)	**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
500,000 - 4 ,999,999	(2750000.0)	**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
5m +	(5500000.0)	**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
Don't know		**-**	-	-	-	-
		-%	*-%*	*-%*	*-%*	*-%*
Net: 0-49		**720**	192	231	155	141
		98%	*99%*	*98%*	*97%*	*98%*
50+		**15**	2	5	5	3
		2%	*1%*	*2%*	*3%*	*2%*
Answered		**735**	195	236	160	144
Mean		**16.42**	14.96	14.78	14.33	23.37

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**743**	462	175	58	48	-	281	137	131	47	26	83
Weighted total	**735**	701	21	7	6	-	34	212	163	57	19	36
Less than once a week	**256**	247	5	2	**	**	8	78	58	**	**	14
	35%	*35%*	*25%*	*23%*	**	**	*24%*	*37%*	*36%*	**	**	*38%*
		bf										
Once a week	**160**	152	5	1	**	**	8	47	34	**	**	7
	22%	*22%*	*22%*	*20%*	**	**	*23%*	*22%*	*21%*	**	**	*19%*
More than once a week but not every day	**174**	165	5	2	**	**	9	57	41	**	**	6
	24%	*24%*	*27%*	*29%*	**	**	*27%*	*27%*	*25%*	**	**	*17%*
Once a day	**137**	128	5	2	**	**	8	30	28	**	**	9
	19%	*18%*	*25%*	*26%*	**	**	*24%*	*14%*	*17%*	**	**	*26%*
							a			**ab**		a
Twice a day	**5**	5	*	*	**	**	*	-	2	**	**	*
	1%	*1%*	*1%*	*1%*	**	**	*1%*	*-%*	*1%*	**	**	**%*
										a		
More than twice a day	**3**	3	-	-	**	**	-	-	-	**	**	-
	****%***	**%*	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	*-%*
Don't know	**-**	-	-	-	**	**	-	-	-	**	**	-
	-%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	*-%*

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total	**735**	74	67	115	15	63	121	63	60	65	645	27	30	32
Less than once a week	**256**	21	**	47	**	**	50	18	**	28	224	10	11	11
	35%	*29%*	**	*41%*	**	**	*41%*	*29%*	**	*43%*	*35%*	*35%*	*37%*	*34%*
				h			h			h				
Once a week	**160**	18	**	21	**	**	19	21	**	9	138	5	6	10
	22%	*24%*	**	*19%*	**	**	*16%*	*33%*	**	*14%*	*21%*	*18%*	*21%*	*32%*
								cfi						**cfij**
More than once a week but not every day	**174**	24	**	20	**	**	26	12	**	12	151	10	6	7
	24%	*32%*	**	*18%*	**	**	*22%*	*19%*	**	*19%*	*23%*	*36%*	*21%*	*23%*
		c										**cfgijl**		
Once a day	**137**	9	**	25	**	**	24	12	**	15	125	3	6	3
	19%	*12%*	**	*22%*	**	**	*20%*	*19%*	**	*24%*	*19%*	*10%*	*21%*	*11%*
				km						**km**	k			
Twice a day	**5**	3	**	*	**	**	*	*	**	-	5	-	-	*
	1%	*4%*	**	*%*	**	**	*%*	*%*	**	-%	*1%*	-%	-%	*%*
		j												
More than twice a day	**3**	-	**	2	**	**	2	-	**	-	3	-	-	-
	%	-%	**	*1%*	**	**	*1%*	-%	**	-%	*1%*	-%	-%	-%
Don't know	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	63	35	90	13	48	103	43	50	53	498	76	85	84
Weighted total	**735**	80	61	107	13	58	141	54	58	68	641	32	30	33
Less than once a week	**256**	27	**	44	**	**	52	**	**	28	224	10	11	11
	35%	*34%*	**	*41%*	**	**	*37%*	**	**	*41%*	*35%*	*31%*	*37%*	*34%*
			h	h			h			h	h		h	h
Once a week	**160**	17	**	21	**	**	24	**	**	11	136	7	6	10
	22%	*22%*	**	*20%*	**	**	*17%*	**	**	*16%*	*21%*	*23%*	*21%*	*32%*
								bfij						**fij**
More than once a week but not every day	**174**	24	**	18	**	**	30	**	**	14	149	12	6	7
	24%	*30%*	**	*17%*	**	**	*21%*	**	**	*21%*	*23%*	*37%*	*21%*	*23%*
									cg			**cfgijlm**		
Once a day	**137**	9	**	21	**	**	33	**	**	15	124	3	6	4
	19%	*11%*	**	*20%*	**	**	*24%*	**	**	*23%*	*19%*	*9%*	*21%*	*11%*
				k			**akm**		k	k	k		k	
Twice a day	**5**	3	**	*	**	**	-	**	**	-	5	-	-	*
	1%	*4%*	**	**%*	**	**	*-%*	**	**	*-%*	*1%*	*-%*	*-%*	**%*
		j												
More than twice a day	**3**	-	**	2	**	**	2	**	**	-	3	-	-	-
	****%***	*-%*	**	*2%*	**	**	*1%*	**	**	*-%*	*1%*	*-%*	*-%*	*-%*
Don't know	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	*-%*	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	743	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total	735	12	123	8	46	297	9	23	209	583	152	675	60	717	18
Less than once a week	256	**	29	**	28	83	**	**	88	209	46	236	20	247	**
	35%	**	24%	**	62% beh	28%	**	**	42% be	36%	30%	35%	33%	34%	**
Once a week	160	**	22	**	8	53	**	**	65	117	43	145	14	154	**
	22%	**	18%	**	17%	18%	**	**	31% bde	20%	28% a	22%	24%	21%	**
More than once a week but not every day	174	**	42	**	6	74	**	**	33	134	40	158	17	172	**
	24%	**	34% dh	**	14%	25% h	**	**	16%	23%	26%	23%	28%	24%	**
Once a day	137	**	26	**	3	84	**	**	21	114	23	128	9	136	**
	19%	**	21% dh	**	7%	28% dh	**	**	10%	20%	15%	19%	14%	19%	**
Twice a day	5	**	3	**	-	2	**	**	*	5	*	5	*	5	**
	1%	**	2% h	**	-%	1%	**	**	*%	1%	*%	1%	*%	1%	**
More than twice a day	3	**	-	**	-	2	**	**	2	3	-	3	-	3	**
	*%	**	-%	**	-%	1%	**	**	1%	1%	-%	1%	-%	*%	**
Don't know	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**743**	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total	**735**	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
Less than once a week	**256**	160	38	58	215	40	1	**	**	**	**	**	255	1	63	152	41
	35%	*57%*	*27%*	*19%*	*49%*	*16%*	*1%*	**	**	**	**	**	*37%*	*1%*	*87%*	*42%*	*14%*
		bc			**bcij**	**cj**							**bcj**		**bc**	c	
Once a week	**160**	62	42	56	122	37	1	**	**	**	**	**	159	1	8	114	38
	22%	*22%*	*30%*	*18%*	*28%*	*15%*	*2%*	**	**	**	**	**	*23%*	*2%*	*11%*	*31%*	*13%*
			c		**bcj**	**cj**							**bcj**			**ac**	
More than once a week but not every day	**174**	46	39	85	70	98	7	**	**	**	**	**	167	7	1	69	105
	24%	*16%*	*28%*	*28%*	*16%*	*39%*	*16%*	**	**	**	**	**	*24%*	*15%*	*1%*	*19%*	*35%*
			a	a		**acij**							a			a	**ab**
Once a day	**137**	13	23	96	30	73	29	**	**	**	**	**	103	34	*	29	107
	19%	*5%*	*16%*	*32%*	*7%*	*29%*	*71%*	**	**	**	**	**	*15%*	*74%*	*%*	*8%*	*36%*
			a	**ab**		**ai**	**abi**						a	**abi**		a	**ab**
Twice a day	**5**	*	*	5	*	3	2	**	**	**	**	**	3	2	-	*	5
	1%	*%*	*%*	*2%*	*%*	*1%*	*5%*	**	**	**	**	**	*%*	*4%*	-%	*%*	*2%*
				a		a	**ai**							**ai**			b
More than twice a day	**3**	-	-	3	-	2	2	**	**	**	**	**	2	2	-	-	3
	%	-%	-%	*1%*	-%	*1%*	*4%*	**	**	**	**	**	*%*	*4%*	-%	-%	*1%*
							abi							**abi**			
Don't know	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total	**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
Less than once a week	**256**	174	145	201	256	74	138	185	**	**	**	**	**	**	252	**	**	**	**	**	**	**
	35%	*36%*	*31%*	*35%*	*35%*	*31%*	*28%*	*36%*	**	**	**	**	**	**	*36%*	**	**	**	**	**	**	**
		f		f	f																	
Once a week	**160**	107	106	123	160	51	117	116	**	**	**	**	**	**	155	**	**	**	**	**	**	**
	22%	*22%*	*23%*	*22%*	*22%*	*22%*	*24%*	*23%*	**	**	**	**	**	**	*22%*	**	**	**	**	**	**	**
More than once a week but not every day	**174**	116	100	128	174	60	135	118	**	**	**	**	**	**	171	**	**	**	**	**	**	**
	24%	*24%*	*22%*	*22%*	*24%*	*26%*	*27%*	*23%*	**	**	**	**	**	**	*24%*	**	**	**	**	**	**	**
							b	b														
Once a day	**137**	89	107	117	137	49	99	91	**	**	**	**	**	**	124	**	**	**	**	**	**	**
	19%	*18%*	*23%*	*20%*	*19%*	*21%*	*20%*	*18%*	**	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
			ad						a													
Twice a day	**5**	2	2	2	5	*	5	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	**%*	**%*	**%*	*1%*	**%*	*1%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
More than twice a day	**3**	2	2	2	3	2	2	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*1%*	**%*	*-%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**743**	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	**735**	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
Less than once a week	**256**	88	37	50	24	**	256	-	-	-	**	100	**	142	228	28
	35%	*74%*	*29%*	*25%*	*20%*	**	*100%*	*-%*	*-%*	*-%*	**	*20%*	**	*71%*	*41%*	*16%*
		bcd					**bcd**							**ab**	b	
Once a week	**160**	10	63	39	12	**	-	160	-	-	**	112	**	35	124	36
	22%	*8%*	*49%*	*19%*	*10%*	**	*-%*	*100%*	*-%*	*-%*	**	*23%*	**	*17%*	*22%*	*20%*
			acd	**ad**				**acd**								
More than once a week but not every day	**174**	10	16	85	17	**	-	-	174	-	**	146	**	21	116	59
	24%	*9%*	*12%*	*42%*	*14%*	**	*-%*	*-%*	*100%*	*-%*	**	*30%*	**	*10%*	*21%*	*33%*
				abd					**abd**			c	c			a
Once a day	**137**	10	13	26	66	**	-	-	-	137	**	122	**	4	86	51
	19%	*8%*	*10%*	*13%*	*55%*	**	*-%*	*-%*	*-%*	*100%*	**	*25%*	**	*2%*	*15%*	*29%*
					abc					**abc**		c	c			a
Twice a day	**5**	-	-	*	2	**	-	-	-	-	**	5	**	*	2	3
	1%	*-%*	*-%*	**%*	*2%*	**	*-%*	*-%*	*-%*	*-%*	**	*1%*	**	**%*	**%*	*2%*
																a
More than twice a day	**3**	-	-	-	-	**	-	-	-	-	**	3	**	-	2	2
	****%***	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*1%*	**	*-%*	**%*	*1%*
Don't know	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**743**	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	**735**	545	29	492	243	532	42	486	249	184	441	88	-
Less than once a week	**256**	197	**	194	62	193	**	192	64	63	153	17	**
	35%	*36%*	**	*39%* b	*25%*	*36%* b	**	*39%* b	*26%*	*34%* c	*35%* c	*19%*	**
Once a week	**160**	118	**	117	43	116	**	117	43	53	96	21	**
	22%	*22%*	**	*24%*	*18%*	*22%*	**	*24%* b	*17%*	*29%* b	*22%*	*23%*	**
More than once a week but not every day	**174**	120	**	101	74	116	**	99	75	46	106	27	**
	24%	*22%*	**	*20%*	*30%* a	*22%*	**	*20%*	*30%* a	*25%*	*24%*	*31%*	**
Once a day	**137**	106	**	77	60	104	**	75	62	20	82	21	**
	19%	*20%*	**	*16%*	*25%* a	*19%*	**	*15%*	*25%* a	*11%*	*19%* a	*24%* a	**
Twice a day	**5**	2	**	2	3	2	**	2	3	2	2	2	**
	1%	*%*	**	*%*	*1%*	*%*	**	*%*	*1%*	*1%*	*%*	*2%*	**
More than twice a day	**3**	2	**	2	2	2	**	2	2	-	2	-	**
	%	*%*	**	*%*	*1%*	*%*	**	*%*	*1%*	-%	*%*	-%	**
Don't know	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**743**	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total	**735**	193	378	82	-	529	459	175	*	462	445	587	442	354	11
Less than once a week	**256**	56	121	18	**	172	159	30	**	167	142	212	153	123	**
	35%	*29%*	*32%*	*23%*	**	*33%*	*35%*	*17%*	**	*36%*	*32%*	*36%*	*35%*	*35%*	**
						c	c								
Once a week	**160**	60	82	20	**	117	115	33	**	102	104	130	106	73	**
	22%	*31%*	*22%*	*25%*	**	*22%*	*25%*	*19%*	**	*22%*	*23%*	*22%*	*24%*	*21%*	**
		b													
More than once a week but not every day	**174**	41	82	19	**	136	97	57	**	112	98	132	98	89	**
	24%	*21%*	*22%*	*23%*	**	*26%*	*21%*	*33%*	**	*24%*	*22%*	*22%*	*22%*	*25%*	**
								b							
Once a day	**137**	32	90	23	**	95	84	50	**	78	96	111	81	68	**
	19%	*17%*	*24%*	*28%*	**	*18%*	*18%*	*29%*	**	*17%*	*22%*	*19%*	*18%*	*19%*	**
			a	a				**ab**							
Twice a day	**5**	2	2	2	**	5	2	2	**	2	2	2	2	2	**
	1%	*1%*	*1%*	*2%*	**	*1%*	**%*	*1%*	**	**%*	**%*	**%*	**%*	*1%*	**
More than twice a day	**3**	2	2	-	**	3	2	2	**	2	2	2	2	-	**
	****%***	*1%*	**%*	*-%*	**	*1%*	**%*	*1%*	**	**%*	**%*	**%*	**%*	*-%*	**
Don't know	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total	**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
Less than once a week	**256**	134	97	108	12	15	160	134	**	**	**	**	241	206	243	230	246
	35%	*33%*	*33%*	*31%*	*12%*	*18%*	*35%*	*34%*	**	**	**	**	*35%*	*34%*	*35%*	*34%*	*34%*
		de	**de**	**de**													
Once a week	**160**	88	70	93	26	16	102	78	**	**	**	**	153	137	153	141	158
	22%	*22%*	*24%*	*26%*	*27%*	*18%*	*22%*	*20%*	**	**	**	**	*22%*	*23%*	*22%*	*21%*	*22%*
More than once a week but not every day	**174**	89	65	84	24	24	106	105	**	**	**	**	165	148	165	158	174
	24%	*22%*	*22%*	*24%*	*25%*	*28%*	*23%*	*27%*	**	**	**	**	*24%*	*24%*	*23%*	*24%*	*24%*
Once a day	**137**	86	57	64	33	29	88	77	**	**	**	**	131	110	133	132	135
	19%	*21%*	*20%*	*18%*	*34%*	*34%*	*19%*	*19%*	**	**	**	**	*19%*	*18%*	*19%*	*20%*	*19%*
					abc	**abc**											
Twice a day	**5**	2	2	2	2	2	2	2	**	**	**	**	5	5	5	5	5
	1%	**%*	*1%*	*1%*	*2%*	*2%*	**%*	**%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
More than twice a day	**3**	2	-	2	-	-	2	-	**	**	**	**	3	3	3	3	3
	****%***	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**	**	**	**	**%*	*1%*	**%*	*1%*	**%*
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**743**	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	**735**	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
Less than once a week	**256**	162	243	48	**	187	**	43	200	83	**	15	77	31	186	38
	35%	*33%*	*35%*	*24%*	**	*34%*	**	*28%*	*38%*	*28%*	**	*18%*	*31%*	*20%*	*40%*	*35%*
		c	c						a				a		a	a
Once a week	**160**	107	151	62	**	117	**	28	116	45	**	15	46	19	121	19
	22%	*22%*	*22%*	*31%*	**	*22%*	**	*19%*	*22%*	*16%*	**	*17%*	*18%*	*12%*	*26%*	*18%*
				ab											a	
More than once a week but not every day	**174**	128	164	48	**	131	**	44	118	91	**	32	70	44	98	32
	24%	*26%*	*23%*	*24%*	**	*24%*	**	*29%*	*23%*	*31%*	**	*37%*	*28%*	*28%*	*21%*	*30%*
																b
Once a day	**137**	87	131	38	**	104	**	36	87	65	**	24	50	61	57	19
	19%	*18%*	*19%*	*19%*	**	*19%*	**	*24%*	*17%*	*22%*	**	*27%*	*20%*	*38%*	*12%*	*17%*
								b						**bc**		
Twice a day	**5**	5	5	2	**	2	**	2	*	3	**	*	3	*	5	-
	1%	*1%*	*1%*	*1%*	**	*%*	**	*1%*	*%*	*1%*	**	*%*	*1%*	*%*	*1%*	-%
								b								
More than twice a day	**3**	2	3	-	**	2	**	-	2	3	**	-	3	3	-	-
	%	*%*	*%*	-%	**	*%*	**	-%	*%*	*1%*	**	-%	*1%*	*2%*	-%	-%
														b		
Don't know	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**743**	169	69	497	409	334
Weighted total	**735**	196	76	457	380	354
Less than once a week	**256**	39	24	191	138	118
	35%	*20%*	*31%*	*42%*	*36%*	*33%*
				a		
Once a week	**160**	40	10	107	84	75
	22%	*20%*	*13%*	*23%*	*22%*	*21%*
More than once a week but not every day	**174**	59	16	99	87	88
	24%	*30%*	*21%*	*22%*	*23%*	*25%*
		c				
Once a day	**137**	54	25	57	67	70
	19%	*28%*	*33%*	*13%*	*18%*	*20%*
		c	c			
Twice a day	**5**	*	2	3	5	*
	1%	**%*	*2%*	*1%*	*1%*	**%*
More than twice a day	**3**	3	-	-	-	3
	****%***	*2%*	*-%*	*-%*	*-%*	*1%*
		c				a
Don't know	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total	**735**	67	74	54	88	90	58	46	52	63	59	46	39
Less than once a week	**256**	19	33	18	29	37	20	14	16	21	8	**	**
	35%	*29%*	*45%*	*33%*	*33%*	*41%*	*35%*	*30%*	*31%*	*33%*	*13%*	**	**
		j	j	j	j	j	j	j	j	j		j	**acdfghij**
Once a week	**160**	13	8	13	23	17	16	10	15	11	15	**	**
	22%	*19%*	*10%*	*25%*	*26%*	*19%*	*28%*	*21%*	*30%*	*18%*	*24%*	**	**
				b	b		b		b		b	b	
More than once a week but not every day	**174**	21	13	12	18	19	13	11	16	20	20	**	**
	24%	*32%*	*18%*	*23%*	*21%*	*21%*	*22%*	*23%*	*31%*	*32%*	*34%*	**	**
		l							l	l	**bkl**		
Once a day	**137**	14	20	10	18	16	7	10	4	11	14	**	**
	19%	*20%*	*27%*	*19%*	*20%*	*17%*	*12%*	*22%*	*8%*	*17%*	*24%*	**	**
			fh								h		
Twice a day	**5**	-	-	*	-	*	-	2	-	-	3	**	**
	1%	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*4%*	*-%*	*-%*	*5%*	**	**
											d		
More than twice a day	**3**	-	-	-	-	2	2	-	-	-	-	**	**
	****%***	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	*-%*	*-%*	*-%*	*-%*	**	**
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**743**	188	230	167	158
Weighted total	**735**	195	236	160	144
Less than once a week	**256**	70	86	50	49
	35%	*36%*	*37%*	*31%*	*34%*
Once a week	**160**	34	56	36	34
	22%	*17%*	*24%*	*23%*	*23%*
More than once a week but not every day	**174**	47	50	46	31
	24%	*24%*	*21%*	*29%*	*22%*
Once a day	**137**	44	41	25	27
	19%	*22%*	*17%*	*16%*	*19%*
Twice a day	**5**	*	*	2	3
	1%	*%*	*%*	*1%*	*2%*
					b
More than twice a day	**3**	-	3	-	-
	%	-%	*1%*	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**743**	462	175	58	48	-	281	137	131	47	26	83
Weighted total	**735**	701	21	7	6	-	34	212	163	57	19	36
Yes	**489**	473	10	3	**	**	16	161	108	**	**	24
	67%	*67%*	*51%*	*45%*	**	**	*47%*	*76%*	*66%*	**	**	*66%*
		bcdf										
No - we do despatch products to customers but not using parcel /packet post	**36**	33	1	1	**	**	3	8	6	**	**	3
	5%	*5%*	*7%*	*8%*	**	**	*8%*	*4%*	*4%*	**	**	*7%*
No - we don't despatch products to our customers	**201**	186	9	3	**	**	15	41	47	**	**	10
	27%	*27%*	*41%*	*47%*	**	**	*44%*	*19%*	*29%*	**	**	*26%*
			a	a	a		a					
Don't know	**9**	9	*	-	**	**	*	2	2	**	**	-
	1%	*1%*	*1%*	*-%*	**	**	*1%*	*1%*	*1%*	**	**	*-%*

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total	**735**	74	67	115	15	63	121	63	60	65	645	27	30	32
Yes	**489**	55	**	56	**	**	83	44	**	46	435	18	18	18
	67%	*74%*	**	*49%*	**	**	*68%*	*69%*	**	*71%*	*67%*	*67%*	*60%*	*56%*
		cm	**cm**			c	c	c	c	c	**cm**	c		
No - we do despatch products to customers but not using parcel /packet post	**36**	2	**	4	**	**	8	*	**	4	33	*	1	1
	5%	*3%*	**	*4%*	**	**	*6%*	*%*	**	*6%*	*5%*	*1%*	*4%*	*4%*
									acgjklm					
No - we don't despatch products to our customers	**201**	17	**	49	**	**	31	19	**	15	169	9	11	13
	27%	*23%*	**	*42%*	**	**	*25%*	*30%*	**	*23%*	*26%*	*33%*	*36%*	*39%*
				abefhij								h	**bh**	**bhj**
Don't know	**9**	*	**	6	**	**	*	-	**	-	8	-	-	1
	1%	*%*	**	*5%*	**	**	*%*	-%	**	-%	*1%*	-%	-%	*2%*
				fjkl										

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	63	35	90	13	48	103	43	50	53	498	76	85	84
Weighted total	**735**	80	61	107	13	58	141	54	58	68	641	32	30	33
Yes	**489**	59	**	52	**	**	97	**	**	49	431	22	18	18
	67%	*73%*	**	*49%*	**	**	*68%*	**	**	*72%*	*67%*	*71%*	*60%*	*56%*
		cm	**cm**			c	c		c	c	**cm**	**cm**		
No - we do despatch products to customers but not using parcel /packet post	**36**	2	**	4	**	**	7	**	**	4	33	*	1	1
	5%	*2%*	**	*4%*	**	**	*5%*	**	**	*6%*	*5%*	**%*	*4%*	*4%*
						k			**acfgjklm**					
No - we don't despatch products to our customers	**201**	19	**	47	**	**	35	**	**	15	169	9	11	13
	27%	*24%*	**	*44%*	**	**	*25%*	**	**	*22%*	*26%*	*28%*	*36%*	*39%*
				abefhij				h			h	h	**bh**	**bfhij**
				k										
Don't know	**9**	*	**	4	**	**	2	**	**	-	8	*	-	1
	1%	**%*	**	*4%*	**	**	*2%*	**	**	*-%*	*1%*	**%*	*-%*	*2%*

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	743	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total	735	12	123	8	46	297	9	23	209	583	152	675	60	717	18
Yes	489	**	102	**	25	231	**	**	112	391	98	462	27	477	**
	67%	**	*83%*	**	*55%*	*77%*	**	**	*54%*	*67%*	*64%*	*68%*	*45%*	*67%*	**
			dh			dh						b			
No - we do despatch products to customers but not using parcel /packet post	36	**	7	**	*	20	**	**	8	27	9	33	3	35	**
	5%	**	*6%*	**	*%*	*7%*	**	**	*4%*	*5%*	*6%*	*5%*	*6%*	*5%*	**
No - we don't despatch products to our customers	201	**	11	**	20	42	**	**	87	158	43	174	27	195	**
	27%	**	*9%*	**	*44%*	*14%*	**	**	*42%*	*27%*	*29%*	*26%*	*46%*	*27%*	**
					be				be				a		
Don't know	9	**	2	**	-	5	**	**	2	7	2	7	2	9	**
	1%	**	*2%*	**	*-%*	*2%*	**	**	*1%*	*1%*	*1%*	*1%*	*4%*	*1%*	**

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**743**	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total	**735**	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
Yes	**489**	156	84	243	255	190	39	**	**	**	**	**	445	44	28	228	234
	67%	*56%*	*59%*	*80%*	*59%*	*75%*	*95%*	**	**	**	**	**	*65%*	*95%*	*38%*	*63%*	*78%*
				ab		**ai**	**abi**							**abi**		a	**ab**
No - we do despatch products to customers but not using parcel /packet post	**36**	17	10	7	24	12	-	**	**	**	**	**	36	-	1	23	12
	5%	*6%*	*7%*	*2%*	*6%*	*5%*	*-%*	**	**	**	**	**	*5%*	*-%*	*1%*	*6%*	*4%*
		c	c		j												
No - we don't despatch products to our customers	**201**	101	48	52	150	49	2	**	**	**	**	**	199	2	41	109	51
	27%	*36%*	*34%*	*17%*	*34%*	*19%*	*5%*	**	**	**	**	**	*29%*	*4%*	*57%*	*30%*	*17%*
		c	c		**bcj**	**cj**							**bcj**		**bc**	c	
Don't know	**9**	6	1	2	6	2	*	**	**	**	**	**	9	*	2	4	2
	1%	*2%*	**%*	*1%*	*1%*	*1%*	**%*	**	**	**	**	**	*1%*	**%*	*3%*	*1%*	*1%*

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total	**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
Yes	**489**	301	302	372	489	150	351	329	**	**	**	**	**	**	464	**	**	**	**	**	**	**
	67%	*62%*	*65%*	*65%*	*67%*	*64%*	*71%*	*64%*	**	**	**	**	**	**	*66%*	**	**	**	**	**	**	**
							ace															
No - we do despatch products to customers but not using parcel /packet post	**36**	20	18	20	36	13	17	16	**	**	**	**	**	**	36	**	**	**	**	**	**	**
	5%	*4%*	*4%*	*4%*	*5%*	*6%*	*3%*	*3%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
									a													
No - we don't despatch products to our customers	**201**	163	137	175	201	70	125	162	**	**	**	**	**	**	198	**	**	**	**	**	**	**
	27%	*33%*	*30%*	*31%*	*27%*	*30%*	*25%*	*32%*	**	**	**	**	**	**	*28%*	**	**	**	**	**	**	**
		df		f																		
Don't know	**9**	4	4	6	9	2	3	6	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**743**	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	**735**	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
Yes	**489**	70	72	147	77	**	100	112	146	122	**	489	**	-	333	156
	67%	*59%*	*56%*	*73%*	*64%*	**	*39%*	*70%*	*84%*	*89%*	**	*100%*	**	*-%*	*60%*	*88%*
				abd				a	**ab**	**ab**		**bc**				a
No - we do despatch products to customers but not using parcel /packet post	**36**	2	6	3	10	**	11	9	8	8	**	-	**	-	21	14
	5%	*2%*	*4%*	*1%*	*8%*	**	*4%*	*6%*	*4%*	*6%*	**	*-%*	**	*-%*	*4%*	*8%*
					ac								**ac**			a
No - we don't despatch products to our customers	**201**	44	48	49	34	**	142	35	21	4	**	-	**	201	193	8
	27%	*37%*	*38%*	*24%*	*28%*	**	*55%*	*22%*	*12%*	*3%*	**	*-%*	**	*100%*	*35%*	*4%*
		c	c				**bcd**	**cd**	d					**ab**	b	
Don't know	**9**	2	2	2	*	**	3	4	-	2	**	-	**	-	9	*
	1%	*2%*	*1%*	*1%*	**%*	**	*1%*	*2%*	*-%*	*2%*	**	*-%*	**	*-%*	*2%*	**%*
								c								

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**743**	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	**735**	545	29	492	243	532	42	486	249	184	441	88	-
Yes	**489**	349	**	287	202	338	**	283	206	102	267	58	**
	67%	*64%*	**	*58%*	*83%* a	*64%*	** a	*58%*	*83%* a	*55%*	*61%*	*66%*	**
No - we do despatch products to customers but not using parcel /packet post	**36**	15	**	23	13	12	**	23	13	7	18	3	**
	5%	*3%*	**	*5%*	*5%*	*2%*	** a	*5%*	*5%*	*4%*	*4%*	*4%*	**
No - we don't despatch products to our customers	**201**	175	**	173	28	175	**	171	30	76	151	25	**
	27%	*32%*	**	*35%* b	*11%*	*33%* b	**	*35%* b	*12%*	*41%* c	*34%*	*28%*	**
Don't know	**9**	6	**	9	*	6	**	9	*	*	4	2	**
	1%	*1%*	**	*2%* b	*%*	*1%*	**	*2%* b	*%*	*%*	*1%*	*3%* a	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**743**	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total	**735**	193	378	82	-	529	459	175	*	462	445	587	442	354	11
Yes	**489**	128	240	61	**	366	294	134	**	281	290	378	273	228	**
	67%	*66%*	*64%*	*74%* b	**	*69%*	*64%*	*77%* b	**	*61%*	*65%*	*64%*	*62%*	*65%*	**
No - we do despatch products to customers but not using parcel /packet post	**36**	7	16	1	**	22	20	4	**	17	14	24	14	8	**
	5%	*4%*	*4%*	*1%*	**	*4%*	*4%*	*2%*	**	*4%*	*3%*	*4%*	*3%*	*2%*	**
No - we don't despatch products to our customers	**201**	58	117	20	**	137	135	35	**	161	136	178	149	113	**
	27%	*30%*	*31%*	*24%*	**	*26%*	*30%* c	*20%*	**	*35%*	*31%*	*30%*	*34%*	*32%*	**
Don't know	**9**	-	4	-	**	4	9	2	**	4	4	8	6	4	**
	1%	*-%*	*1%*	*-%*	**	*1%*	*2%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total	**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
Yes	**489**	251	196	230	74	61	278	263	**	**	**	**	466	400	468	443	481
	67%	*63%*	*67%*	*65%*	*77%* ac	*70%*	*60%*	*66%*	**	**	**	**	*67%*	*66%*	*67%*	*66%*	*67%*
No - we do despatch products to customers but not using parcel /packet post	**36**	18	15	18	3	1	17	12	**	**	**	**	34	29	34	35	36
	5%	*5%*	*5%*	*5%*	*3%*	*2%*	*4%*	*3%*	**	**	**	**	*5%*	*5%*	*5%*	*5%*	*5%*
No - we don't despatch products to our customers	**201**	126	75	100	19	24	157	115	**	**	**	**	190	175	191	183	196
	27%	*31%* d	*26%*	*28%*	*20%*	*28%*	*34%*	*29%*	**	**	**	**	*27%*	*29%*	*27%*	*27%*	*27%*
Don't know	**9**	6	4	4	-	-	9	6	**	**	**	**	9	6	9	9	9
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*2%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**743**	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	**735**	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
Yes	**489**	327	468	129	**	360	**	115	328	230	**	73	196	121	290	78
	67%	*67%*	*67%*	*65%*	**	*66%*	**	*75%* b	*63%*	*79%*	**	*85%*	*78%*	*76%* b	*62%*	*71%*
No - we do despatch products to customers but not using parcel /packet post	**36**	26	32	12	**	22	**	4	21	15	**	*	16	7	27	2
	5%	*5%*	*5%*	*6%*	**	*4%*	**	*3%*	*4%*	*5%*	**	*%*	*7%* a	*4%*	*6%*	*2%*
No - we don't despatch products to our customers	**201**	129	190	53	**	152	**	35	164	46	**	13	36	29	143	29
	27%	*26%*	*27%*	*27%*	**	*28%*	**	*23%*	*31%* a	*16%*	**	*15%*	*14%*	*18%*	*31%* a	*26%*
Don't know	**9**	9	9	4	**	8	**	-	9	*	**	-	2	2	7	-
	1%	*2%*	*1%*	*2%*	**	*2%*	**	*-%*	*2%*	*%*	**	*-%*	*1%*	*1%*	*1%*	*-%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**743**	169	69	497	409	334
Weighted total	**735**	196	76	457	380	354
Yes	**489**	162	58	267	252	237
	67%	*83%*	*75%*	*58%*	*66%*	*67%*
		c	c			
No - we do despatch products to customers but not using parcel /packet post	**36**	10	*	23	14	21
	5%	*5%*	*1%*	*5%*	*4%*	*6%*
No - we don't despatch products to our customers	**201**	22	16	162	113	88
	27%	*11%*	*21%*	*36%*	*30%*	*25%*
			a	**ab**		
Don't know	**9**	2	2	5	1	8
	1%	*1%*	*3%*	*1%*	**%*	*2%*
						a

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total	**735**	67	74	54	88	90	58	46	52	63	59	46	39
Yes	**489**	46	48	37	59	61	35	28	38	40	44	**	**
	67%	*69%*	*66%*	*68%*	*67%*	*68%*	*60%*	*61%*	*73%*	*64%*	*73%*	**	**
No - we do despatch products to customers but not using parcel /packet post	**36**	*	4	*	*	4	5	8	2	4	6	**	**
	5%	*1%*	*5%*	*1%*	**%*	*4%*	*9%*	*17%*	*4%*	*6%*	*9%*	**	**
							acd	**abcdehl**		d	**acd**	d	
No - we don't despatch products to our customers	**201**	18	19	14	27	25	18	10	12	19	10	**	**
	27%	*28%*	*26%*	*27%*	*31%*	*27%*	*31%*	*22%*	*23%*	*30%*	*17%*	**	**
					j								j
Don't know	**9**	2	2	2	2	*	-	-	-	-	-	**	**
	1%	*3%*	*3%*	*5%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**743**	188	230	167	158
Weighted total	**735**	195	236	160	144
Yes	**489**	131	155	106	98
	67%	*67%*	*66%*	*66%*	*68%*
No - we do despatch products to customers but not using parcel /packet post	**36**	5	9	14	8
	5%	*2%*	*4%*	*9%*	*6%*
				ab	
No - we don't despatch products to our customers	**201**	52	70	40	38
	27%	*27%*	*30%*	*25%*	*27%*
Don't know	**9**	7	2	-	-
	1%	*4%*	*1%*	*-%*	*-%*
		bcd			

Columns Tested: a,b,c,d

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**436**	306	86	27	17	-	130	98	82	29	11	49
Weighted total	**489**	473	10	3	2	-	16	161	108	41	11	24
0-24%	**42**	39	2	**	**	**	3	9	9	**	**	**
	9%	*8%*	*19%*	**	**	**	*18%*	*6%*	*8%*	**	**	**
			a				a					
25-49%	**24**	23	1	**	**	**	1	6	5	**	**	**
	5%	*5%*	*5%*	**	**	**	*4%*	*4%*	*4%*	**	**	**
50-74%	**48**	45	1	**	**	**	2	18	6	**	**	**
	10%	*10%*	*12%*	**	**	**	*15%*	*11%*	*6%*	**	**	**
75-100%	**369**	359	7	**	**	**	10	127	89	**	**	**
	75%	*76%*	*64%*	**	**	**	*61%*	*79%*	*82%*	**	**	**
		bf										
Don't know/can't remember	**7**	7	-	**	**	**	1	1	-	**	**	**
	1%	*1%*	*-%*	**	**	**	*3%*	**%*	*-%*	**	**	**
Answered	**482**	466	10	**	**	**	15	160	108	**	**	**
Mean	**82.30**	82.66	72.15	**	**	**	71.64	84.95	84.46	**	**	**
		bf										

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	h	i	j	k	l	m
Unweighted total	436	41	29	41	9	29	59	31	33	33	305	44	41	46
Weighted total	489	55	52	56	13	44	83	44	42	46	435	18	18	18
0-24%	42	**	**	**	**	**	6	**	**	**	38	**	**	**
	9%	**	**	**	**	**	*7%*	**	**	**	*9%*	**	**	**
								a						
25-49%	24	**	**	**	**	**	4	**	**	**	22	**	**	**
	5%	**	**	**	**	**	*5%*	**	**	**	*5%*	**	**	**
								k						
50-74%	48	**	**	**	**	**	4	**	**	**	42	**	**	**
	10%	**	**	**	**	**	*5%*	**	**	**	*10%*	**	**	**
				fhjl										
75-100%	369	**	**	**	**	**	67	**	**	**	327	**	**	**
	75%	**	**	**	**	**	*81%*	**	**	**	*75%*	**	**	**
		cgm					cg		cg		c		cgm	
Don't know/can't remember	7	**	**	**	**	**	2	**	**	**	7	**	**	**
	1%	**	**	**	**	**	*2%*	**	**	**	*2%*	**	**	**
Answered	482	**	**	**	**	**	81	**	**	**	428	**	**	**
Mean	82.30	**	**	**	**	**	84.28	**	**	**	82.15	**	**	**
		cgm							g				g	

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	h	i	j	k	l	m
Unweighted total	**436**	43	25	37	8	28	68	25	34	34	302	46	41	47
Weighted total	**489**	59	47	52	11	39	97	35	42	49	431	22	18	18
0-24%	**42**	**	**	**	**	**	6	**	**	**	38	**	**	**
	9%	**	**	**	**	**	*6%*	**	**	**	*9%*	**	**	**
				a										
25-49%	**24**	**	**	**	**	**	8	**	**	**	22	**	**	**
	5%	**	**	**	**	**	*8%*	**	**	**	*5%*	**	**	**
50-74%	**48**	**	**	**	**	**	6	**	**	**	42	**	**	**
	10%	**	**	**	**	**	*6%*	**	**	**	*10%*	**	**	**
				afhjl										
75-100%	**369**	**	**	**	**	**	75	**	**	**	324	**	**	**
	75%	**	**	**	**	**	*77%*	**	**	**	*75%*	**	**	**
		cijkm					c		c		c		**cm**	
Don't know/can't remember	**7**	**	**	**	**	**	2	**	**	**	4	**	**	**
	1%	**	**	**	**	**	*2%*	**	**	**	*1%*	**	**	**
												ajl		
Answered	**482**	**	**	**	**	**	95	**	**	**	426	**	**	**
Mean	**82.30**	**	**	**	**	**	83.47	**	**	**	82.06	**	**	**
		cfijm							c			c	c	

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	436	6	95	7	24	190	4	7	98	319	117	406	30	429	7
Weighted total	489	2	102	3	25	231	4	5	112	391	98	462	27	477	12
0-24%	42	**	7	**	**	15	**	**	16	34	7	38	**	40	**
	9%	**	*7%*	**	**	*7%*	**	**	*14%* e	*9%*	*8%*	*8%*	**	*8%*	**
25-49%	24	**	4	**	**	14	**	**	6	18	6	20	**	24	**
	5%	**	*4%*	**	**	*6%*	**	**	*6%*	*5%*	*6%*	*4%*	** a	*5%*	**
50-74%	48	**	10	**	**	15	**	**	14	41	7	47	**	47	**
	10%	**	*10%*	**	**	*7%*	**	**	*13%*	*10%*	*7%*	*10%*	**	*10%*	**
75-100%	369	**	78	**	**	185	**	**	74	291	77	353	**	360	**
	75%	**	*76%*	**	**	*80%* h	**	**	*66%*	*74%*	*79%*	*76%* b	**	*75%*	**
Don't know/can't remember	7	**	2	**	**	1	**	**	2	6	1	5	**	7	**
	1%	**	*2%*	**	**	*%	**	**	*2%*	*2%*	*1%*	*1%*	** a	*2%*	**
Answered	482	**	100	**	**	230	**	**	110	384	97	457	**	470	**
Mean	82.30	**	83.79	**	**	84.88 h	**	**	75.15	81.77	84.41	82.88	**	82.34	**

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**436**	153	84	196	197	184	46	7	2	-	-	-	381	55	21	176	239
Weighted total	**489**	156	84	243	255	190	39	3	2	-	-	-	445	44	28	228	234
0-24%	**42**	27	3	11	27	14	**	**	**	**	**	**	41	1	**	26	14
	9%	*17%*	*4%*	*5%*	*11%*	*7%*	**	**	**	**	**	**	*9%*	*2%*	**	*12%*	*6%*
		bc			j											c	
25-49%	**24**	5	10	9	15	7	**	**	**	**	**	**	22	2	**	15	9
	5%	*3%*	*12%*	*4%*	*6%*	*4%*	**	**	**	**	**	**	*5%*	*4%*	**	*7%*	*4%*
			ac														
50-74%	**48**	13	15	19	33	12	**	**	**	**	**	**	46	2	**	30	14
	10%	*8%*	*18%*	*8%*	*13%*	*7%*	**	**	**	**	**	**	*10%*	*4%*	**	*13%*	*6%*
			ac		b											c	
75-100%	**369**	110	54	200	175	154	**	**	**	**	**	**	329	39	**	154	194
	75%	*70%*	*63%*	*82%*	*69%*	*81%*	**	**	**	**	**	**	*74%*	*90%*	**	*68%*	*83%*
				ab		a	**ai**							**ai**			b
Don't know/can't remember	**7**	2	2	3	4	2	**	**	**	**	**	**	7	*	**	2	3
	1%	*1%*	*3%*	*1%*	*2%*	*1%*	**	**	**	**	**	**	*2%*	*1%*	**	*1%*	*1%*
Answered	**482**	155	82	240	251	187	**	**	**	**	**	**	438	44	**	225	231
Mean	**82.30**	76.49	76.94	87.49	78.10	85.47	**	**	**	**	**	**	81.25	92.87	**	77.07	86.87
				ab		a	**ai**							**ai**			b

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

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**436**	298	280	346	436	173	337	284	21	14	20	3	4	-	407	11	10	6	1	1	-	2
Weighted total	**489**	301	302	372	489	150	351	329	14	11	13	2	3	-	464	10	11	3	*	*	-	1
0-24%	**42**	25	27	30	42	18	31	26	**	**	**	**	**	**	41	**	**	**	**	**	**	**
	9%	*8%*	*9%*	*8%*	*9%*	*12%*	*9%*	*8%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
25-49%	**24**	16	14	18	24	6	18	14	**	**	**	**	**	**	24	**	**	**	**	**	**	**
	5%	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*4%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
50-74%	**48**	36	40	43	48	14	41	42	**	**	**	**	**	**	46	**	**	**	**	**	**	**
	10%	*12%*	*13%*	*11%*	*10%*	*9%*	*12%*	*13%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
75-100%	**369**	218	217	275	369	110	256	241	**	**	**	**	**	**	348	**	**	**	**	**	**	**
	75%	*72%*	*72%*	*74%*	*75%*	*73%*	*73%*	*73%*	**	**	**	**	**	**	*75%*	**	**	**	**	**	**	**
Don't know/can't remember	**7**	7	4	7	7	3	5	6	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	1%	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Answered	**482**	295	298	365	482	147	346	322	**	**	**	**	**	**	459	**	**	**	**	**	**	**
Mean	**82.30**	80.84	80.15	81.71	82.30	79.37	81.02	81.43	**	**	**	**	**	**	81.79	**	**	**	**	**	**	**

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	***c**	a	b
Unweighted total	**436**	53	63	121	106	3	79	94	136	120	7	436	-	-	301	135
Weighted total	**489**	70	72	147	77	6	100	112	146	122	8	489	-	-	333	156
0-24%	**42**	4	11	9	4	**	12	18	5	7	**	42	**	**	30	12
	9%	*6%*	*15%*	*6%*	*5%*	**	*12%*	*16%*	*4%*	*6%*	**	*9%*	**	**	*9%*	*8%*
			cd				c	**cd**								
25-49%	**24**	-	6	7	4	**	2	11	7	4	**	24	**	**	16	8
	5%	*-%*	*9%*	*5%*	*6%*	**	*2%*	*10%*	*5%*	*3%*	**	*5%*	**	**	*5%*	*5%*
			a					a								
50-74%	**48**	12	13	11	6	**	10	17	13	7	**	48	**	**	37	11
	10%	*18%*	*18%*	*8%*	*8%*	**	*10%*	*15%*	*9%*	*6%*	**	*10%*	**	**	*11%*	*7%*
			c					d								
75-100%	**369**	51	40	118	62	**	76	60	121	104	**	369	**	**	248	120
	75%	*73%*	*55%*	*80%*	*81%*	**	*76%*	*53%*	*83%*	*85%*	**	*75%*	**	**	*75%*	*77%*
				b	b		b		b	b						
Don't know/can't remember	**7**	2	2	2	*	**	*	7	*	-	**	7	**	**	3	4
	1%	*3%*	*3%*	*1%*	*1%*	**	**%*	*6%*	**%*	*-%*	**	*1%*	**	**	*1%*	*3%*
								acd								
Answered	**482**	67	70	145	77	**	100	105	146	122	**	482	**	**	330	152
Mean	**82.30**	83.15	69.38	85.55	86.02	**	80.80	68.95	87.31	88.17	**	82.30	**	**	82.15	82.65
		b		b	b		b		b	b						

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**436**	327	19	259	177	316	30	253	183	103	272	67	-
Weighted total	**489**	349	23	287	202	338	34	283	206	102	267	58	-
0-24%	**42**	30	**	25	16	28	**	25	16	9	23	2	**
	9%	*9%*	**	*9%*	*8%*	*8%*	**	*9%*	*8%*	*8%*	*9%*	*3%*	**
25-49%	**24**	16	**	16	8	16	**	14	10	7	14	-	**
	5%	*4%*	**	*5%*	*4%*	*5%*	**	*5%*	*5%*	*6%*	*5%*	*-%*	**
										c			
50-74%	**48**	41	**	30	17	39	**	30	17	17	30	8	**
	10%	*12%*	**	*11%*	*9%*	*11%*	**	*11%*	*8%*	*16%*	*11%*	*13%*	**
75-100%	**369**	256	**	213	155	249	**	211	157	68	194	46	**
	75%	*73%*	**	*74%*	*77%*	*74%*	**	*75%*	*76%*	*67%*	*73%*	*80%*	**
Don't know/can't remember	**7**	7	**	2	5	7	**	2	5	2	7	2	**
	1%	*2%*	**	*1%*	*2%*	*2%*	**	*1%*	*2%*	*2%*	*2%*	*4%*	**
Answered	**482**	342	**	285	197	331	**	281	201	100	261	56	**
Mean	**82.30**	81.62	**	82.09	82.61	82.07	**	82.42	82.14	76.81	80.99	87.85	**
												a	

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**436**	106	236	59	-	315	274	120	4	282	269	336	264	233	18
Weighted total	**489**	128	240	61	-	366	294	134	*	281	290	378	273	228	8
0-24%	**42**	9	21	1	**	34	20	6	**	24	27	33	25	20	**
	9%	*7%*	*9%*	*1%*	**	*9%*	*7%*	*5%*	**	*9%*	*9%*	*9%*	*9%*	*9%*	**
25-49%	**24**	7	10	-	**	20	9	5	**	14	12	18	14	10	**
	5%	*5%*	*4%*	*-%*	**	*5%*	*3%*	*4%*	**	*5%*	*4%*	*5%*	*5%*	*4%*	**
50-74%	**48**	22	32	9	**	38	33	9	**	34	38	39	34	23	**
	10%	*17%*	*13%*	*15%*	**	*10%*	*11%*	*7%*	**	*12%*	*13%*	*10%*	*13%*	*10%*	**
75-100%	**369**	87	173	51	**	269	227	114	**	202	208	283	193	169	**
	75%	*68%*	*72%*	*83%*	**	*74%*	*77%*	*85%*	**	*72%*	*72%*	*75%*	*71%*	*74%*	**
				a				a							
Don't know/can't remember	**7**	2	4	*	**	5	5	*	**	7	4	5	7	6	**
	1%	*2%*	*2%*	**%*	**	*1%*	*2%*	**%*	**	*2%*	*1%*	*1%*	*2%*	*3%*	**
Answered	**482**	125	236	61	**	361	289	134	**	274	285	373	266	222	**
Mean	**82.30**	79.20	80.20	88.78	**	80.58	84.56	88.00	**	80.68	80.51	82.49	80.23	82.41	**
				ab				a							

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**436**	234	183	208	60	52	269	264	18	8	21	8	414	373	417	399	428
Weighted total	**489**	251	196	230	74	61	278	263	20	8	26	8	466	400	468	443	481
0-24%	**42**	17	15	20	1	1	22	20	**	**	**	**	38	32	38	37	41
	9%	*7%*	*8%*	*9%*	*1%*	*2%*	*8%*	*8%*	**	**	**	**	*8%*	*8%*	*8%*	*8%*	*9%*
				d													
25-49%	**24**	10	10	16	5	1	8	10	**	**	**	**	24	22	24	24	24
	5%	*4%*	*5%*	*7%*	*6%*	*1%*	*3%*	*4%*	**	**	**	**	*5%*	*6%*	*5%*	*5%*	*5%*
50-74%	**48**	23	20	30	6	2	30	26	**	**	**	**	47	40	48	42	46
	10%	*9%*	*10%*	*13%*	*8%*	*3%*	*11%*	*10%*	**	**	**	**	*10%*	*10%*	*10%*	*10%*	*9%*
				e													
75-100%	**369**	195	149	162	61	55	210	204	**	**	**	**	351	300	353	336	363
	75%	*78%*	*76%*	*70%*	*82%*	*90%*	*76%*	*77%*	**	**	**	**	*75%*	*75%*	*75%*	*76%*	*76%*
						abc											
Don't know/can't remember	**7**	5	2	2	2	2	7	3	**	**	**	**	5	5	5	3	7
	1%	*2%*	*1%*	*1%*	*3%*	*3%*	*3%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Answered	**482**	246	194	228	72	59	271	260	**	**	**	**	461	395	463	440	473
Mean	**82.30**	83.98	83.19	78.77	88.97	92.81	83.18	83.71	**	**	**	**	82.26	82.40	82.33	82.22	82.27
					c	**abc**											

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

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**436**	290	418	133	7	331	11	97	303	200	11	65	171	108	255	72
Weighted total	**489**	327	468	129	5	360	19	115	328	230	15	73	196	121	290	78
0-24%	**42**	28	37	6	**	35	**	6	33	13	**	7	12	4	26	11
	9%	*9%*	*8%*	*5%*	**	*10%*	**	*5%*	*10%*	*6%*	**	*9%*	*6%*	*4%*	*9%*	*14%* a
25-49%	**24**	16	22	9	**	12	**	4	16	11	**	4	7	8	14	2
	5%	*5%*	*5%*	*7%*	**	*3%*	**	*3%*	*5%*	*5%*	**	*5%*	*4%*	*7%*	*5%*	*2%*
50-74%	**48**	28	46	16	**	33	**	11	35	19	**	7	16	7	31	9
	10%	*8%*	*10%*	*13%*	**	*9%*	**	*9%*	*11%*	*8%*	**	*9%*	*8%*	*6%*	*11%*	*12%*
75-100%	**369**	253	358	96	**	276	**	94	237	182	**	56	156	101	214	53
	75%	*77%*	*77%*	*74%*	**	*77%*	**	*82%*	*72%*	*79%*	**	*77%*	*80%*	*84%* bc	*74%*	*68%*
Don't know/can't remember	**7**	3	5	2	**	5	**	*	7	4	**	*	5	-	4	3
	1%	*1%*	*1%*	*2%*	**	*1%*	**	*%*	*2%*	*2%*	**	*%*	*2%*	-%	*1%*	*4%* a
Answered	**482**	324	463	127	**	356	**	115	321	225	**	73	191	121	286	75
Mean	**82.30**	82.76	82.89	83.06	**	82.40	**	87.69 b	80.16	84.74	**	80.93	85.39	88.56 bc	80.97	77.35

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**436**	137	50	245	236	200
Weighted total	**489**	162	58	267	252	237
0-24%	**42**	13	**	24	22	19
	9%	*8%*	**	*9%*	*9%*	*8%*
25-49%	**24**	6	**	12	21	3
	5%	*4%*	**	*4%*	*8%* b	*1%*
50-74%	**48**	14	**	31	27	20
	10%	*9%*	**	*12%*	*11%*	*9%*
75-100%	**369**	124	**	197	178	190
	75%	*77%*	**	*74%*	*71%*	*80%* a
Don't know/can't remember	**7**	5	**	2	3	4
	1%	*3%*	**	*1%*	*1%*	*2%*
Answered	**482**	157	**	264	249	233
Mean	**82.30**	84.11	**	81.69	79.19	85.62 a

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

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	*g	h	i	j	*k	*l
Unweighted total	**436**	48	35	35	45	52	36	27	31	33	43	28	23
Weighted total	**489**	46	48	37	59	61	35	28	38	40	44	31	23
0-24%	**42**	**	**	**	**	4	**	**	**	**	**	**	**
	9%	**	**	**	**	*7%*	**	**	**	**	**	**	**
					aj								
25-49%	**24**	**	**	**	**	2	**	**	**	**	**	**	**
	5%	**	**	**	**	*3%*	**	**	**	**	**	**	**
				di					**di**				
50-74%	**48**	**	**	**	**	7	**	**	**	**	**	**	**
	10%	**	**	**	**	*11%*	**	**	**	**	**	**	**
				b	b	b	b		b		b		
75-100%	**369**	**	**	**	**	47	**	**	**	**	**	**	**
	75%	**	**	**	**	*76%*	**	**	**	**	**	**	**
			cdh							**ch**			
Don't know/can't remember	**7**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	**	**	**	**	*3%*	**	**	**	**	**	**	**
Answered	**482**	**	**	**	**	60	**	**	**	**	**	**	**
Mean	**82.30**	**	**	**	**	80.71	**	**	**	**	**	**	**
			c							c			

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**436**	118	133	91	94
Weighted total	**489**	131	155	106	98
0-24%	**42**	8	16	4	13
	9%	*6%*	*10%*	*4%*	*13%*
					c
25-49%	**24**	9	4	8	2
	5%	*7%*	*3%*	*8%*	*2%*
50-74%	**48**	9	18	13	7
	10%	*7%*	*12%*	*12%*	*7%*
75-100%	**369**	104	115	79	71
	75%	*79%*	*74%*	*75%*	*72%*
Don't know/can't remember	**7**	*	2	1	5
	1%	*%*	*1%*	*1%*	*5%*
					a
Answered	**482**	131	153	105	93
Mean	**82.30**	84.21	80.67	83.26	81.23

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Royal Mail	1670	1601	46	14	9	**	69	531	378	95	38	44
	83%	*83%*	*88%*	*84%*	*77%*	**	*86%*	*84%*	*84%*	*80%*	*89%*	*73%*
			ad				d	e	e		e	
UPS	459	442	11	3	3	**	16	149	123	19	11	11
	23%	*23%*	*21%*	*19%*	*22%*	**	*20%*	*24%*	*28%*	*16%*	*24%*	*19%*
									ce			
DHL	458	441	11	4	2	**	17	135	108	35	14	23
	23%	*23%*	*21%*	*24%*	*18%*	**	*21%*	*21%*	*24%*	*30%*	*32%*	*38%*
										a		ab
DPD	422	406	10	4	3	**	17	151	84	30	10	10
	21%	*21%*	*20%*	*23%*	*22%*	**	*21%*	*24%*	*19%*	*26%*	*24%*	*17%*
Parcelforce	357	341	10	4	2	**	16	113	101	21	12	15
	18%	*18%*	*20%*	*22%*	*19%*	**	*20%*	*18%*	*22%*	*18%*	*28%*	*24%*
TNT Express	282	269	9	2	2	**	13	74	77	28	8	13
	14%	*14%*	*17%*	*15%*	*15%*	**	*16%*	*12%*	*17%*	*24%*	*19%*	*23%*
									a	a		a
Hermes	264	255	6	1	1	**	9	111	47	13	3	7
	13%	*13%*	*12%*	*9%*	*8%*	**	*11%*	*18%*	*11%*	*11%*	*8%*	*11%*
								b				
FedEx	241	231	7	2	1	**	10	72	71	12	8	8
	12%	*12%*	*13%*	*15%*	*9%*	**	*13%*	*11%*	*16%*	*10%*	*19%*	*14%*
Yodel	203	195	6	2	1	**	8	83	39	14	3	5
	10%	*10%*	*11%*	*10%*	*5%*	**	*10%*	*13%*	*9%*	*12%*	*8%*	*8%*
								b				
UK Mail	123	120	2	*	*	**	3	28	37	22	4	2
	6%	*6%*	*4%*	*1%*	*2%*	**	*4%*	*5%*	*8%*	*19%*	*9%*	*4%*
		cf							a	abe		
Whistl (Previously known as TNT Post)	45	44	1	*	*	**	2	20	10	3	-	2
	2%	*2%*	*3%*	*%*	*1%*	**	*2%*	*3%*	*2%*	*3%*	*-%*	*4%*
Interlink / Interlink Express / Direct	42	40	1	*	-	**	1	10	9	6	*	2
	2%	*2%*	*2%*	*1%*	*-%*	**	*2%*	*2%*	*2%*	*5%*	*%*	*4%*
										ab		
APC	41	40	1	-	*	**	1	15	7	4	4	3
	2%	*2%*	*1%*	*-%*	*3%*	**	*1%*	*2%*	*2%*	*3%*	*9%*	*5%*
					c						ab	b
DX	37	35	1	*	*	**	2	18	6	1	*	2
	2%	*2%*	*2%*	*2%*	*3%*	**	*2%*	*3%*	*1%*	*1%*	*%*	*4%*
Amazon	30	28	1	*	*	**	1	15	5	2	1	*
	1%	*1%*	*2%*	*1%*	*2%*	**	*2%*	*2%*	*1%*	*2%*	*2%*	*%*
Tuffnels	19	18	*	*	-	**	1	4	8	2	2	*
	1%	*1%*	*1%*	*2%*	*-%*	**	*1%*	*1%*	*2%*	*2%*	*5%*	*1%*
											ae	
Collect Plus	10	10	*	-	-	**	*	7	1	-	-	-
	%	*1%*	*%*	*-%*	*-%*	**	*%*	*1%*	*%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Secured Mail	9	9	*	*	-	**	*	4	4	-	*	*
	*%	*%	1%	1%	-%	**	*%	1%	1%	-%	*%	*%
Parcels to go	9	9	*	-	-	**	*	4	5	-	-	-
	*%	*%	*%	-%	-%	**	*%	1%	1%	-%	-%	-%
Pitney Bowes	7	6	*	*	*	**	1	-	2	2	*	2
	*%	*%	1%	1%	1%	**	1%	-%	*%	2%	*%	3%
										a		ab
Interparcel	6	5	*	-	-	**	*	1	2	3	-	-
	*%	*%	*%	-%	-%	**	*%	*%	*%	2%	-%	-%
										ab		
Business Post	5	5	-	*	-	**	*	-	-	2	-	-
	*%	*%	-%	*%	-%	**	*%	-%	-%	2%	-%	-%
										ab		
Neo Post	4	4	*	*	-	**	1	-	4	-	-	*
	*%	*%	1%	2%	-%	**	1%	-%	1%	-%	-%	*%
			a	a			a					
UK / British Mail	4	4	-	-	-	**	-	1	3	-	-	-
	*%	*%	-%	-%	-%	**	-%	*%	1%	-%	-%	-%
Fastway Couriers	3	3	*	-	*	**	*	1	1	-	*	*
	*%	*%	*%	-%	1%	**	*%	*%	*%	-%	*%	*%
					a							
Citipost	3	3	-	*	-	**	*	1	2	-	-	-
	*%	*%	-%	*%	-%	**	*%	*%	*%	-%	-%	-%
DHS	2	2	-	-	-	**	-	-	-	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Pallet Lines	2	2	-	-	-	**	-	2	-	-	-	-
	*%	*%	-%	-%	-%	**	-%	*%	-%	-%	-%	-%
Priority Express	2	2	-	*	-	**	*	-	-	2	-	-
	*%	*%	-%	1%	-%	**	*%	-%	-%	1%	-%	-%
										ab		
Postal Sort	2	1	*	*	*	**	*	-	1	-	*	*
	*%	*%	*%	1%	1%	**	*%	-%	*%	-%	*%	*%
				a								
Eagle Couriers	1	1	-	-	-	**	-	-	1	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	-%
Euro	1	1	-	-	-	**	-	-	1	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	-%
First Post	1	1	*	-	-	**	*	-	1	-	-	-
	*%	*%	*%	-%	-%	**	*%	-%	*%	-%	-%	-%
Coopers Carriers	1	1	-	-	-	**	-	-	1	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	-%
Legal Post	*	*	-	-	-	**	-	-	*	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	-%

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

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

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
One Post	*	-	*	-	-	**	*	-	-	*	-	-
	***%**	-%	*%	-%	-%	**	*%	-%	-%	*%	-%	-%
			a				a					
Freight - Better / Night	*	-	*	-	-	**	*	-	-	-	*	-
	***%**	-%	*%	-%	-%	**	*%	-%	-%	-%	*%	-%
Local Courier	*	-	-	*	-	**	*	-	-	-	-	*
	***%**	-%	-%	*%	-%	**	*%	-%	-%	-%	-%	*%
				a								
MHI (Mail Handling International)	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
None	**3**	2	*	-	*	**	*	1	-	-	-	-
	***%**	*%	*%	-%	*1%*	**	*%	*%	-%	-%	-%	-%
Don't know	**9**	9	-	-	*	**	*	2	-	-	-	-
	***%**	*%	-%	-%	*1%*	**	*%	*%	-%	-%	-%	-%
Other answers	**161**	151	7	3	1	**	10	44	43	11	5	3
	8%	*8%*	*13%*	*17%*	*10%*	**	*13%*	*7%*	*10%*	*9%*	*12%*	*5%*
			a	a			a					

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

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Royal Mail	**1670**	136	123	284	68	149	260	164	135	111	1430	80	76	83
	83%	*79%*	*81%*	*85%*	*88%*	*87%*	*84%*	*84%*	*86%*	*74%*	*83%*	*87%*	*81%*	*88%*
				i	i	i	i	i	i		i	i		**aijl**
UPS	**459**	47	43	89	14	44	81	35	35	29	418	15	19	7
	23%	*27%*	*28%*	*27%*	*18%*	*25%*	*26%*	*18%*	*23%*	*19%*	*24%*	*17%*	*20%*	*7%*
		km	**km**	**gkm**	m	**km**	**km**	m	m	m	**km**	m	m	
DHL	**458**	38	36	103	13	34	70	52	20	47	414	11	16	17
	23%	*22%*	*24%*	*31%*	*17%*	*20%*	*23%*	*27%*	*13%*	*31%*	*24%*	*12%*	*17%*	*18%*
		k	**hkdefhjkl**			k	**hk**	**hklm**		**dehklm**	**hklm**			
				m										
DPD	**422**	36	37	77	8	31	69	39	36	38	371	17	18	16
	21%	*21%*	*24%*	*23%*	*10%*	*18%*	*22%*	*20%*	*23%*	*25%*	*22%*	*18%*	*19%*	*17%*
			d	d			d			d	d			
Parcelforce	**357**	28	29	56	11	26	69	30	29	34	312	12	13	19
	18%	*16%*	*19%*	*17%*	*14%*	*15%*	*22%*	*16%*	*18%*	*22%*	*18%*	*13%*	*14%*	*20%*
							kl			k				k
TNT Express	**282**	28	20	42	12	26	42	33	21	23	246	11	15	10
	14%	*16%*	*13%*	*13%*	*16%*	*15%*	*13%*	*17%*	*13%*	*15%*	*14%*	*12%*	*16%*	*11%*
Hermes	**264**	25	28	50	14	24	39	12	16	25	234	11	10	10
	13%	*15%*	*19%*	*15%*	*18%*	*14%*	*12%*	*6%*	*10%*	*16%*	*14%*	*12%*	*10%*	*11%*
		g	**glm**	g	g	g	g			g	g			
FedEx	**241**	22	16	58	6	7	45	32	9	17	211	11	13	6
	12%	*13%*	*10%*	*17%*	*8%*	*4%*	*15%*	*16%*	*6%*	*11%*	*12%*	*12%*	*14%*	*7%*
		em		**ehjm**			**ehm**	**ehm**		e	**ehm**	**em**	**ehm**	
Yodel	**203**	15	18	29	8	23	28	25	21	9	175	10	9	9
	10%	*9%*	*12%*	*9%*	*10%*	*13%*	*9%*	*13%*	*13%*	*6%*	*10%*	*11%*	*9%*	*9%*
						i			i					
UK Mail	**123**	21	20	12	3	16	14	12	11	6	116	3	3	1
	6%	*12%*	*13%*	*3%*	*3%*	*9%*	*5%*	*6%*	*7%*	*4%*	*7%*	*3%*	*4%*	*1%*
		cfijklmcdfijklm				**cklm**	m	m	m		**km**			
Whistl (Previously known as TNT Post)	**45**	2	2	4	-	13	6	6	2	2	38	*	3	5
	2%	*1%*	*1%*	*1%*	*-%*	*8%*	*2%*	*3%*	*1%*	*2%*	*2%*	**%*	*3%*	*5%*
						abcdfhijkl		k			k		k	**cjk**
Interlink / Interlink Express / Direct	**42**	2	4	4	2	2	8	8	4	2	36	1	2	3
	2%	*1%*	*3%*	*1%*	*3%*	*1%*	*2%*	*4%*	*3%*	*2%*	*2%*	*1%*	*3%*	*3%*
								ck						
APC	**41**	4	6	2	2	9	10	-	5	-	38	2	1	-
	2%	*2%*	*4%*	*1%*	*2%*	*5%*	*3%*	*-%*	*3%*	*-%*	*2%*	*2%*	*1%*	*-%*
		m	**cgim**		m	**cgijlm**	**cgm**		**gm**		m	m		
DX	**37**	7	-	4	*	2	6	4	8	*	31	2	2	2
	2%	*4%*	*-%*	*1%*	**%*	*1%*	*2%*	*2%*	*5%*	**%*	*2%*	*2%*	*2%*	*2%*
		i							**bcij**					
Amazon	**30**	5	-	2	-	*	8	4	5	2	27	1	*	2
	1%	*3%*	*-%*	*1%*	*-%*	**%*	*3%*	*2%*	*3%*	*1%*	*2%*	*1%*	**%*	*2%*
		l					l		l					

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Tuffnels	**19**	2	-	4	-	-	10	2	*	-	18	*	1	-
	1%	*1%*	-%	*1%*	-%	-%	*3%*	*1%*	*%*	-%	*1%*	*1%*	*1%*	-%
							ejklm							
Collect Plus	**10**	-	-	4	-	2	-	-	2	-	8	1	1	1
	%	-%	-%	*1%*	-%	*1%*	-%	-%	*1%*	-%	*%*	*1%*	*1%*	*1%*
Secured Mail	**9**	-	2	2	-	-	2	2	-	-	8	-	1	*
	%	-%	*1%*	*1%*	-%	-%	*1%*	*1%*	-%	-%	*%*	-%	*1%*	*%*
Parcels to go	**9**	2	-	*	-	2	-	2	2	-	8	1	-	1
	%	*1%*	-%	*%*	-%	*1%*	-%	*1%*	*1%*	-%	*%*	*1%*	-%	*1%*
Pitney Bowes	**7**	-	-	*	-	*	4	2	-	-	6	*	*	1
	%	-%	-%	*%*	-%	*%*	*1%*	*1%*	-%	-%	*%*	*%*	*%*	*1%*
Interparcel	**6**	3	*	-	-	-	-	2	-	-	5	-	1	-
	%	*2%*	*%*	-%	-%	-%	-%	*1%*	-%	-%	*%*	-%	*1%*	-%
		cfjkm												
Business Post	**5**	-	-	2	-	2	2	-	-	-	5	*	-	-
	%	-%	-%	*1%*	-%	*1%*	*1%*	-%	-%	-%	*%*	*%*	-%	-%
Neo Post	**4**	*	-	*	-	-	2	2	*	-	4	-	-	-
	%	*%*	-%	*%*	-%	-%	*1%*	*1%*	*%*	-%	*%*	-%	-%	-%
UK / British Mail	**4**	-	-	-	-	-	-	-	3	-	3	1	1	-
	%	-%	-%	-%	-%	-%	-%	-%	*2%*	-%	*%*	*1%*	*1%*	-%
									cfjm				j	
Fastway Couriers	**3**	-	-	-	-	-	-	-	-	-	-	-	-	3
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*4%*
														acefghij kl
Citipost	**3**	-	-	-	-	-	2	-	-	-	2	1	-	-
	%	-%	-%	-%	-%	-%	*1%*	-%	-%	-%	*%*	*1%*	-%	-%
DHS	**2**	-	-	-	-	2	-	-	-	-	2	-	-	-
	%	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	*%*	-%	-%	-%
						j								
Pallet Lines	**2**	2	-	-	-	-	-	-	-	-	2	-	-	-
	%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
		j												
Priority Express	**2**	-	-	-	-	-	-	2	-	-	2	-	*	-
	%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%*	-%	*%*	-%
								j						
Postal Sort	**2**	-	-	-	-	-	-	-	-	-	-	-	-	2
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*2%*
														cfjkl
Eagle Couriers	**1**	-	-	-	-	-	-	-	-	-	-	1	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
												j		
Euro	**1**	-	-	-	-	-	-	-	-	-	-	1	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
												j		

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

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

	TOTAL	GOR (QC3)												
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Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	2000	172	151	334	77	172	310	196	157	151	1720	92	94	95
First Post	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
												j		
Coopers Carriers	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
													j	
Legal Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
												j		
One Post	*	-	*	-	-	-	-	*	-	-	*	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Freight - Better / Night	*	-	-	-	-	-	-	-	-	*	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
Local Courier	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	3	-	-	2	-	-	*	-	-	-	2	-	1	-
	*%	-%	-%	*1%*	-%	-%	*%	-%	-%	-%	*%	-%	*1%*	-%
Don't know	9	2	-	-	-	-	*	2	4	-	8	1	-	1
	*%	*1%*	-%	-%	-%	-%	*%	*1%*	*2%*	-%	*%	*1%*	-%	*1%*
									cfjl					
Other answers	161	12	5	31	4	15	23	19	11	17	137	8	8	8
	8%	*7%*	*3%*	*9%*	*5%*	*9%*	*7%*	*10%*	*7%*	*12%*	*8%*	*9%*	*8%*	*8%*
										b				

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Royal Mail	**1670**	165	98	267	**	130	287	142	141	136	1422	84	81	83
	83%	*80%*	*79%*	*85%*	**	*86%*	*84%*	*84%*	*88%*	*78%*	*83%*	*85%*	*81%*	*88%*
									i					**abil**
UPS	**459**	64	36	74	**	39	91	31	33	29	416	17	19	7
	23%	*31%*	*29%*	*24%*	**	*26%*	*27%*	*19%*	*21%*	*17%*	*24%*	*18%*	*19%*	*7%*
		giklm	**ikm**	m	m	m	**iklm**	m	m	m	**km**	m	m	
DHL	**458**	45	32	91	**	32	76	50	25	55	414	11	16	17
	23%	*22%*	*26%*	*29%*	**	*21%*	*22%*	*30%*	*15%*	*31%*	*24%*	*11%*	*16%*	*18%*
		k	**dkl**	**dhklm**		k	k	**dhklm**		**dhklm**	**dhklm**			k
DPD	**422**	39	33	65	**	27	85	36	36	38	369	19	18	16
	21%	*19%*	*26%*	*21%*	**	*18%*	*25%*	*21%*	*22%*	*22%*	*22%*	*19%*	*18%*	*17%*
							m							
Parcelforce	**357**	36	25	58	**	22	67	26	29	36	310	14	13	19
	18%	*17%*	*20%*	*18%*	**	*15%*	*20%*	*16%*	*18%*	*21%*	*18%*	*15%*	*13%*	*21%*
														l
TNT Express	**282**	24	20	34	**	28	53	33	20	25	244	13	15	10
	14%	*12%*	*16%*	*11%*	**	*19%*	*16%*	*19%*	*12%*	*14%*	*14%*	*13%*	*15%*	*11%*
						cm		**cm**						
Hermes	**264**	31	22	41	**	18	49	10	16	28	233	11	10	10
	13%	*15%*	*18%*	*13%*	**	*12%*	*14%*	*6%*	*10%*	*16%*	*14%*	*11%*	*10%*	*11%*
		g	**gl**	g	**ceghjklm**		g			g	g			
FedEx	**241**	21	18	51	**	7	51	28	12	20	211	11	13	6
	12%	*10%*	*14%*	*16%*	**	*4%*	*15%*	*16%*	*8%*	*12%*	*12%*	*11%*	*13%*	*7%*
			dem	**dehm**			**dehm**	**dehm**		e	**dem**	e	**dem**	
Yodel	**203**	17	14	24	**	21	36	21	23	11	173	12	9	9
	10%	*8%*	*11%*	*8%*	**	*14%*	*11%*	*12%*	*14%*	*6%*	*10%*	*13%*	*9%*	*9%*
						i			**ci**			i		
UK Mail	**123**	21	18	10	**	16	14	14	14	6	115	3	3	1
	6%	*10%*	*15%*	*3%*	**	*10%*	*4%*	*8%*	*8%*	*4%*	*7%*	*3%*	*3%*	*1%*
		cfiklmcdfijklm				**cfiklm**		**cklm**	**cklm**		**cklm**			
Whistl (Previously known as TNT Post)	**45**	2	2	6	**	13	4	8	*	2	38	*	3	5
	2%	*1%*	*2%*	*2%*	**	*9%*	*1%*	*5%*	**%*	*1%*	*2%*	**%*	*3%*	*5%*
						abcdfhijkl		**fhk**			k		k	**afhjk**
Interlink / Interlink Express / Direct	**42**	4	2	*	**	2	13	6	4	2	34	3	2	3
	2%	*2%*	*1%*	**%*	**	*1%*	*4%*	*3%*	*3%*	*1%*	*2%*	*3%*	*2%*	*3%*
		c					c	c	c		c	c	c	c
APC	**41**	6	6	2	**	9	8	-	5	-	38	2	1	*
	2%	*3%*	*5%*	*1%*	**	*6%*	*2%*	*-%*	*3%*	*-%*	*2%*	*2%*	*1%*	**%*
		m	**cgim**		m	**cgijklm**	m		**gim**		m			
DX	**37**	7	-	4	**	2	6	4	8	*	31	2	2	2
	2%	*3%*	*-%*	*1%*	**	*1%*	*2%*	*3%*	*5%*	**%*	*2%*	*2%*	*2%*	*2%*
		i							**bcij**					
Amazon	**30**	2	-	*	**	*	10	4	5	5	27	1	*	2
	1%	*1%*	*-%*	**%*	**	**%*	*3%*	*2%*	*3%*	*3%*	*2%*	*1%*	**%*	*2%*
							cl	c	**cl**	**cl**				c

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

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	2000	205	124	313	66	150	342	170	161	175	1707	99	100	94
Tuffnels	19	6	-	4	**	-	5	2	*	-	18	*	1	-
	1%	3%	-%	1%	**	-%	2%	1%	*%	-%	1%	*%	1%	-%
		ijklm					m							
Collect Plus	10	-	-	2	**	2	2	-	2	-	8	1	1	1
	*%	-%	-%	1%	**	1%	1%	-%	1%	-%	*%	1%	1%	1%
Secured Mail	9	-	2	2	**	-	2	2	-	-	8	-	1	*
	*%	-%	1%	1%	**	-%	1%	1%	-%	-%	*%	-%	1%	*%
Parcels to go	9	2	-	*	**	2	-	2	2	-	8	1	-	1
	*%	1%	-%	*%	**	1%	-%	1%	1%	-%	*%	1%	-%	1%
Pitney Bowes	7	-	-	*	**	*	4	2	-	-	6	*	*	1
	*%	-%	-%	*%	**	*%	1%	1%	-%	-%	*%	*%	*%	1%
Interparcel	6	3	*	-	**	-	-	2	-	-	5	-	1	-
	*%	1%	*%	-%	**	-%	-%	1%	-%	-%	*%	-%	1%	-%
		j												
Business Post	5	-	-	2	**	2	2	-	-	-	5	*	-	-
	*%	-%	-%	1%	**	1%	1%	-%	-%	-%	*%	*%	-%	-%
Neo Post	4	*	-	*	**	-	4	-	*	-	4	-	-	-
	*%	*%	-%	*%	**	-%	1%	-%	*%	-%	*%	-%	-%	-%
UK / British Mail	4	-	-	-	**	-	-	-	3	-	3	1	1	-
	*%	-%	-%	-%	**	-%	-%	-%	2%	-%	*%	1%	1%	-%
									cfjm				j	
Fastway Couriers	3	-	-	-	**	-	-	-	-	-	-	-	-	3
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	4%
														acefghij kl
Citipost	3	-	-	-	**	-	2	-	-	-	2	1	-	-
	*%	-%	-%	-%	**	-%	1%	-%	-%	-%	*%	1%	-%	-%
DHS	2	-	-	-	**	2	-	-	-	-	2	-	-	-
	*%	-%	-%	-%	**	1%	-%	-%	-%	-%	*%	-%	-%	-%
						j								
Pallet Lines	2	2	-	-	**	-	-	-	-	-	2	-	-	-
	*%	1%	-%	-%	**	-%	-%	-%	-%	-%	*%	-%	-%	-%
		j												
Priority Express	2	-	-	-	**	-	-	2	-	-	2	-	*	-
	*%	-%	-%	-%	**	-%	-%	1%	-%	-%	*%	-%	*%	-%
								j						
Postal Sort	2	-	-	-	**	-	-	-	-	-	-	-	-	2
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	2%
														cfjkl
Eagle Couriers	1	-	-	-	**	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	1%	-%	-%
												j		
Euro	1	-	-	-	**	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	1%	-%	-%
												j		

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	2000	205	124	313	66	150	342	170	161	175	1707	99	100	94
First Post	1	-	-	-	**	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
												j		
Coopers Carriers	1	-	-	-	**	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	*1%*	-%
													j	
Legal Post	*	-	-	-	**	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*%	-%	-%
												j		
One Post	*	*	-	-	**	-	*	-	-	-	*	-	-	-
	*%	*%	-%	-%	**	-%	*%	-%	-%	-%	*%	-%	-%	-%
Freight - Better / Night	*	-	-	-	**	-	-	-	-	*	*	-	-	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	*%	*%	-%	-%	-%
Local Courier	*	-	-	-	**	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	3	*	-	2	**	-	-	-	-	-	2	-	1	-
	*%	*%	-%	*1%*	**	-%	-%	-%	-%	-%	*%	-%	*1%*	-%
Don't know	9	4	-	-	**	-	-	2	-	-	6	1	2	1
	*%	*2%*	-%	-%	**	-%	-%	*1%*	-%	-%	*%	*1%*	*2%*	*1%*
		cfj											cfj	
Other answers	161	17	5	29	**	10	20	15	15	19	135	11	8	8
	8%	*8%*	*4%*	*9%*	**	*7%*	*6%*	*9%*	*9%*	*11%*	*8%*	*11%*	*8%*	*8%*
												f		

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Royal Mail	1670	**	149	**	128	480	67	71	694	1355	315	1522	148	1575	94
	83%	**	70%	**	80%	83%	86%	86%	87%	84%	82%	84%	81%	83%	84%
				abde	b	b	b	b	bd						
UPS	459	**	55	**	35	150	14	12	180	383	76	421	38	455	3
	23%	**	26%	**	22%	26%	18%	15%	23%	24%	20%	23%	21%	24%	3%
			ag		a	ag	a	a	a					b	
DHL	458	**	56	**	44	147	12	14	167	374	84	427	31	451	6
	23%	**	26%	**	27%	25%	15%	17%	21%	23%	22%	23%	17%	24%	6%
			f		f	f						b		b	
DPD	422	**	29	**	26	155	11	15	172	335	87	390	33	412	11
	21%	**	14%	**	16%	27%	14%	19%	22%	21%	23%	21%	18%	22%	9%
						abdfh			b					b	
Parcelforce	357	**	48	**	26	118	8	13	135	268	90	322	35	349	8
	18%	**	23%	**	16%	20%	11%	16%	17%	17%	23%	18%	19%	18%	7%
			cf			f					a			b	
TNT Express	282	**	57	**	18	99	8	1	83	217	65	260	22	262	20
	14%	**	27%	**	11%	17%	10%	1%	10%	13%	17%	14%	12%	14%	18%
		cdfgh	cdefgh		g	cgh	g		g		a				
Hermes	264	**	20	**	15	106	6	6	103	214	51	246	18	254	10
	13%	**	9%	**	9%	18%	7%	7%	13%	13%	13%	14%	10%	13%	9%
						abdfgh									
FedEx	241	**	45	**	9	65	4	18	95	199	42	220	21	236	5
	12%	**	21%	**	5%	11%	5%	22%	12%	12%	11%	12%	12%	13%	4%
			acdefh			d		acdefh	d					b	
Yodel	203	**	19	**	19	60	5	4	92	160	43	176	27	195	9
	10%	**	9%	**	12%	10%	7%	5%	11%	10%	11%	10%	15%	10%	8%
					c				c				a		
UK Mail	123	**	25	**	2	56	3	3	35	103	21	114	9	123	-
	6%	**	11%	**	1%	10%	4%	4%	4%	6%	5%	6%	5%	7%	-%
			adfgh			adh			d					b	
Whistl (Previously known as TNT Post)	45	**	6	**	2	12	*	*	21	37	8	45	1	40	5
	2%	**	3%	**	1%	2%	1%	*%	3%	2%	2%	2%	*%	2%	4%
		g										b			
Interlink / Interlink Express / Direct	42	**	8	**	4	21	*	-	7	30	12	40	2	42	-
	2%	**	4%	**	3%	4%	*%	-%	1%	2%	3%	2%	1%	2%	-%
			h			h									
APC	41	**	15	**	1	19	-	*	7	35	6	41	*	41	-
	2%	**	7%	**	*%	3%	-%	*%	1%	2%	2%	2%	*%	2%	-%
			defgh			dh						b			
DX	37	**	9	**	2	5	-	4	17	31	7	29	8	37	-
	2%	**	4%	**	1%	1%	-%	5%	2%	2%	2%	2%	5%	2%	-%
			ef					ef					a		
Amazon	30	**	*	**	-	9	1	1	18	21	8	23	7	30	-
	1%	**	*%	**	-%	2%	1%	1%	2%	1%	2%	1%	4%	2%	-%
									bd				a		

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

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
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Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Tuffnels	**19**	**	6	**	3	10	-	-	*	12	7	19	*	19	-
	1%	**	*3%*	**	*2%*	*2%*	-%	-%	*%	*1%*	*2%*	*1%*	*%	*1%*	-%
			h		h	h					a				
Collect Plus	**10**	**	-	**	-	5	1	-	5	9	1	9	1	10	-
	%	**	-%	**	-%	*1%*	*1%*	-%	*1%*	*1%*	*%	*1%*	*%	*1%*	-%
Secured Mail	**9**	**	2	**	-	4	2	-	1	7	2	7	2	8	1
	%	**	*1%*	**	-%	*1%*	*3%*	-%	*%	*%	*1%*	*%	*1%*	*%	*1%*
		h	h				**dh**								
Parcels to go	**9**	**	-	**	-	7	-	-	2	9	-	7	2	9	-
	%	**	-%	**	-%	*1%*	-%	-%	*%	*1%*	-%	*%	*1%*	*%	-%
						h									
Pitney Bowes	**7**	**	*	**	2	4	-	*	1	4	3	7	*	7	-
	%	**	*%	**	*1%*	*1%*	-%	*%	*%	*%	*1%*	*%	*%	*%	-%
					h										
Interparcel	**6**	**	5	**	-	1	-	-	*	3	2	6	-	6	-
	%	**	*2%*	**	-%	*%	-%	-%	*%	*%	*1%*	*%	-%	*%	-%
			eh												
Business Post	**5**	**	-	**	-	*	-	2	4	4	2	5	-	5	-
	%	**	-%	**	-%	*%	-%	*2%*	*%	*%	*%	*%	-%	*%	-%
								be							
Neo Post	**4**	**	-	**	-	2	-	*	2	4	*	4	*	4	-
	%	**	-%	**	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%
UK / British Mail	**4**	**	3	**	-	1	-	-	1	3	1	2	3	4	-
	%	**	*1%*	**	-%	*%	-%	-%	*%	*%	*%	*%	*2%*	*%	-%
			eh										a		
Fastway Couriers	**3**	**	2	**	*	1	1	-	*	2	1	3	-	3	-
	%	**	*1%*	**	*%	*%	*1%*	-%	*%	*%	*%	*%	-%	*%	-%
			h				h								
Citipost	**3**	**	-	**	-	2	-	-	1	2	1	3	*	3	-
	%	**	-%	**	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%
DHS	**2**	**	-	**	-	-	-	-	2	2	-	-	2	2	-
	%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	-%	*1%*	*%	-%
													a		
Pallet Lines	**2**	**	-	**	-	2	-	-	-	-	2	2	-	2	-
	%	**	-%	**	-%	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%
											a				
Priority Express	**2**	**	-	**	-	-	-	-	2	2	-	2	*	2	-
	%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	*%	*%	-%
Postal Sort	**2**	**	1	**	*	-	*	-	1	1	1	1	1	2	-
	%	**	*%	**	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%
Eagle Couriers	**1**	**	-	**	-	-	-	-	1	1	-	1	-	1	-
	%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Euro	**1**	**	1	**	-	-	-	-	-	1	-	1	-	1	-
	%	**	*%	**	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21 (continuation)

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

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
First Post	1	**	-	**	-	1	-	*	-	*	1	1	-	1	-
	*%	**	-%	**	-%	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%
Coopers Carriers	1	**	-	**	-	1	-	-	-	-	1	1	-	1	-
	*%	**	-%	**	-%	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Legal Post	*	**	-	**	-	-	-	-	*	*	-	*	-	*	-
	*%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
One Post	*	**	*	**	*	-	-	-	-	*	-	*	-	*	-
	*%	**	*%	**	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%
Freight - Better / Night	*	**	-	**	-	-	-	-	*	*	-	*	-	*	-
	*%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Local Courier	*	**	*	**	-	-	-	-	-	*	-	*	-	*	-
	*%	**	*%	**	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%
MHI (Mail Handling International)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	3	**	-	**	-	*	-	-	2	2	1	3	-	2	1
	*%	**	-%	**	-%	*%	-%	-%	*%	*%	*%	*%	-%	*%	*%
		e													
Don't know	9	**	2	**	-	2	-	*	3	7	2	8	1	7	2
	*%	**	1%	**	-%	*%	-%	*%	*%	*%	1%	*%	*%	*%	2%
		bdefgh													
Other answers	161	**	20	**	14	48	1	11	62	136	25	148	14	153	8
	8%	**	9%	**	9%	8%	1%	13%	8%	8%	7%	8%	7%	8%	7%
			f		f	f		f	f						

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21 (continuation)

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Royal Mail	1670	1004	271	364	1348	278	40	**	**	**	**	**	1625	44	664	684	322
	83%	85%	83%	79%	84%	80%	84%	**	**	**	**	**	84%	80%	88%	81%	80%
		c													bc		
UPS	459	242	82	132	334	100	19	**	**	**	**	**	434	25	129	205	125
	23%	21%	25%	29%	21%	29%	39%	**	**	**	**	**	22%	45%	17%	24%	31%
				a		ai	ai							abi		a	ab
DHL	458	257	79	118	331	103	20	**	**	**	**	**	434	24	132	199	127
	23%	22%	24%	26%	21%	30%	42%	**	**	**	**	**	22%	44%	18%	24%	32%
						ai	abi							abi		a	ab
DPD	422	226	61	130	317	87	16	**	**	**	**	**	404	18	124	194	105
	21%	19%	19%	28%	20%	25%	34%	**	**	**	**	**	21%	33%	16%	23%	26%
				ab		ai	ai							ai		a	a
Parcelforce	357	189	70	96	258	89	5	**	**	**	**	**	347	10	100	158	99
	18%	16%	22%	21%	16%	26%	11%	**	**	**	**	**	18%	18%	13%	19%	25%
			a	a		aci										a	ab
TNT Express	282	140	43	96	171	91	13	**	**	**	**	**	263	20	66	105	111
	14%	12%	13%	21%	11%	26%	28%	**	**	**	**	**	14%	35%	9%	12%	28%
				ab		ai	ai						a	ai		a	ab
Hermes	264	151	29	84	190	59	11	**	**	**	**	**	249	15	76	114	74
	13%	13%	9%	18%	12%	17%	24%	**	**	**	**	**	13%	28%	10%	14%	18%
				ab		ai	ai							abi		a	ab
FedEx	241	119	37	82	158	65	15	**	**	**	**	**	222	19	55	102	84
	12%	10%	11%	18%	10%	19%	31%	**	**	**	**	**	11%	34%	7%	12%	21%
				ab		ai	abi							abi		a	ab
Yodel	203	118	25	59	153	40	6	**	**	**	**	**	194	10	63	90	50
	10%	10%	8%	13%	10%	12%	12%	**	**	**	**	**	10%	17%	8%	11%	12%
				b										ai			a
UK Mail	123	48	21	54	66	42	11	**	**	**	**	**	108	15	21	46	57
	6%	4%	7%	12%	4%	12%	23%	**	**	**	**	**	6%	27%	3%	5%	14%
				ab		ai	abi							abi		a	ab
Whistl (Previously known as TNT Post)	45	31	10	2	38	7	*	**	**	**	**	**	45	*	21	16	8
	2%	3%	3%	1%	2%	2%	1%	**	**	**	**	**	2%	1%	3%	2%	2%
		c	c														
Interlink / Interlink Express / Direct	42	19	5	17	21	18	3	**	**	**	**	**	39	3	6	15	21
	2%	2%	2%	4%	1%	5%	7%	**	**	**	**	**	2%	6%	1%	2%	5%
				a		ai	ai							ai			ab
APC	41	14	9	17	15	21	3	**	**	**	**	**	37	4	4	12	26
	2%	1%	3%	4%	1%	6%	5%	**	**	**	**	**	2%	8%	*%	1%	6%
				a		ai	ai						a	ai			ab
DX	37	9	19	10	26	11	1	**	**	**	**	**	37	1	5	21	12
	2%	1%	6%	2%	2%	3%	1%	**	**	**	**	**	2%	2%	1%	2%	3%
			ac	a		a										a	a
Amazon	30	15	2	10	24	4	2	**	**	**	**	**	28	2	12	12	6
	1%	1%	1%	2%	1%	1%	4%	**	**	**	**	**	1%	3%	2%	1%	2%

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

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Tuffnels	19	11	*	8	15	4	*	**	**	**	**	**	19	*	3	12	4
	1%	1%	*%	2%	1%	1%	*%	**	**	**	**	**	1%	1%	*%	1%	1%
				b												a	
Collect Plus	10	7	1	2	7	3	-	**	**	**	**	**	10	-	5	3	3
	*%	1%	*%	*%	*%	1%	-%	**	**	**	**	**	1%	-%	1%	*%	1%
Secured Mail	9	2	-	6	3	6	*	**	**	**	**	**	9	*	3	*	6
	*%	*%	-%	1%	*%	2%	*%	**	**	**	**	**	*%	*%	*%	*%	2%
				ab		ai											ab
Parcels to go	9	5	4	-	7	2	-	**	**	**	**	**	9	-	1	6	2
	*%	*%	1%	-%	*%	1%	-%	**	**	**	**	**	*%	-%	*%	1%	*%
			c														
Pitney Bowes	7	5	*	2	6	1	-	**	**	**	**	**	7	-	*	6	1
	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	*%	1%	*%
																a	
Interparcel	6	*	-	5	2	3	-	**	**	**	**	**	6	-	-	2	3
	*%	*%	-%	1%	*%	1%	-%	**	**	**	**	**	*%	-%	-%	*%	1%
				a		ai											a
Business Post	5	2	2	2	2	4	-	**	**	**	**	**	5	-	-	2	4
	*%	*%	1%	*%	*%	1%	-%	**	**	**	**	**	*%	-%	-%	*%	1%
						ai											a
Neo Post	4	*	-	4	4	*	-	**	**	**	**	**	4	*	-	4	1
	*%	*%	-%	1%	*%	*%	-%	**	**	**	**	**	*%	*%	-%	*%	*%
				a													
UK / British Mail	4	2	3	-	2	3	-	**	**	**	**	**	4	-	1	1	3
	*%	*%	1%	-%	*%	1%	-%	**	**	**	**	**	*%	-%	*%	*%	1%
			ac			ai											b
Fastway Couriers	3	2	1	1	2	1	1	**	**	**	**	**	3	1	1	2	1
	*%	*%	*%	*%	*%	*%	1%	**	**	**	**	**	*%	1%	*%	*%	*%
							ai										
Citipost	3	2	-	1	3	-	-	**	**	**	**	**	3	-	2	1	-
	*%	*%	-%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	*%	-%
DHS	2	2	-	-	2	-	-	**	**	**	**	**	2	-	2	-	-
	*%	*%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	-%	-%
Pallet Lines	2	-	2	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	*%	-%	1%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
			a														
Priority Express	2	2	-	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	*%	*%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
Postal Sort	2	1	*	*	1	*	*	**	**	**	**	**	1	*	1	*	*
	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	*%	*%	*%	*%	*%
Eagle Couriers	1	1	-	*	1	-	*	**	**	**	**	**	1	*	1	-	*
	*%	*%	-%	*%	*%	-%	1%	**	**	**	**	**	*%	1%	*%	-%	*%
							abi							ai			
Euro	1	1	-	-	1	-	-	**	**	**	**	**	1	-	-	1	-
	*%	*%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
First Post	1	1	-	*	1	-	-	**	**	**	**	**	1	-	-	1	-
	*%	*%	-%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
Coopers Carriers	1	-	-	1	1	-	-	**	**	**	**	**	1	-	-	1	-
	*%	-%	-%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
Legal Post	*	-	*	-	-	*	-	**	**	**	**	**	*	-	-	-	*
	*%	-%	*%	-%	-%	*%	-%	**	**	**	**	**	*%	-%	-%	-%	*%
One Post	*	*	-	-	*	*	-	**	**	**	**	**	*	-	*	-	*
	*%	*%	-%	-%	*%	*%	-%	**	**	**	**	**	*%	-%	*%	-%	*%
Freight - Better / Night	*	-	-	*	-	*	-	**	**	**	**	**	*	-	-	-	*
	*%	-%	-%	*%	-%	*%	-%	**	**	**	**	**	*%	-%	-%	-%	*%
Local Courier	*	-	-	-	*	-	-	**	**	**	**	**	*	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
None	3	2	-	1	3	-	-	**	**	**	**	**	3	-	1	2	-
	*%	*%	-%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	*%	-%
Don't know	9	7	-	-	9	-	-	**	**	**	**	**	9	-	9	*	-
	*%	1%	-%	-%	1%	-%	-%	**	**	**	**	**	*%	-%	1%	*%	-%
															bc		
Other answers	161	88	30	41	121	32	8	**	**	**	**	**	153	8	42	79	40
	8%	7%	9%	9%	8%	9%	16%	**	**	**	**	**	8%	15%	6%	9%	10%
							ai							ai		a	a

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21 (continuation)

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Royal Mail	**1670**	1147	696	1242	561	408	1002	1131	63	**	**	**	**	**	544	**	**	**	**	**	**	**
	83%	*83%*	*81%*	*83%*	*76%*	*82%*	*85%*	*82%*	*89%*	**	**	**	**	**	*77%*	**	**	**	**	**	**	**
		d	d	d		d	**bd**															
UPS	**459**	308	227	344	248	121	281	315	17	**	**	**	**	**	239	**	**	**	**	**	**	**
	23%	*22%*	*26%*	*23%*	*34%*	*24%*	*24%*	*23%*	*23%*	**	**	**	**	**	*34%*	**	**	**	**	**	**	**
			ac		**abcef**																	
DHL	**458**	290	201	320	215	113	249	288	19	**	**	**	**	**	205	**	**	**	**	**	**	**
	23%	*21%*	*23%*	*21%*	*29%*	*23%*	*21%*	*21%*	*27%*	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
					abcef																	
DPD	**422**	277	208	309	212	97	254	284	14	**	**	**	**	**	205	**	**	**	**	**	**	**
	21%	*20%*	*24%*	*21%*	*29%*	*20%*	*22%*	*21%*	*19%*	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
			ace		**abcef**																	
Parcelforce	**357**	245	168	267	180	78	214	251	8	**	**	**	**	**	175	**	**	**	**	**	**	**
	18%	*18%*	*20%*	*18%*	*24%*	*16%*	*18%*	*18%*	*11%*	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
			e		**abcef**																	
TNT Express	**282**	186	140	211	150	92	177	182	14	**	**	**	**	**	141	**	**	**	**	**	**	**
	14%	*13%*	*16%*	*14%*	*20%*	*19%*	*15%*	*13%*	*20%*	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
					abcf	**ac**				a	a											
Hermes	**264**	168	112	194	128	65	158	164	13	**	**	**	**	**	118	**	**	**	**	**	**	**
	13%	*12%*	*13%*	*13%*	*17%*	*13%*	*13%*	*12%*	*18%*	**	**	**	**	**	*17%*	**	**	**	**	**	**	**
					abcef					a	**ab**											
FedEx	**241**	157	129	179	133	77	149	163	4	**	**	**	**	**	124	**	**	**	**	**	**	**
	12%	*11%*	*15%*	*12%*	*18%*	*15%*	*13%*	*12%*	*5%*	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
			ac		**acf**	**ac**				**ab**	**ab**											
Yodel	**203**	135	98	160	91	44	114	145	8	**	**	**	**	**	85	**	**	**	**	**	**	**
	10%	*10%*	*11%*	*11%*	*12%*	*9%*	*10%*	*11%*	*11%*	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
					e																	
UK Mail	**123**	76	71	96	84	41	76	85	4	**	**	**	**	**	76	**	**	**	**	**	**	**
	6%	*5%*	*8%*	*6%*	*11%*	*8%*	*6%*	*6%*	*6%*	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
			a		**abcf**	a				a												
Whistl (Previously known as TNT Post)	**45**	27	15	32	10	11	27	31	-	**	**	**	**	**	9	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	**42**	25	19	27	27	7	34	22	2	**	**	**	**	**	26	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*4%*	*1%*	*3%*	*2%*	*3%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
					ace					**ad**												
APC	**41**	20	22	28	38	11	24	26	2	**	**	**	**	**	35	**	**	**	**	**	**	**
	2%	*1%*	*3%*	*2%*	*5%*	*2%*	*2%*	*2%*	*3%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
					abcef																	
DX	**37**	31	21	31	16	9	29	28	1	**	**	**	**	**	16	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
										ab												
Amazon	**30**	20	15	24	8	8	20	23	1	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Tuffnels	**19**	12	8	12	8	5	13	9	2	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
									a													

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Collect Plus	**10**	7	7	9	5	5	6	9	-	**	**	**	**	**	5	**	**	**	**	**	**	**
	***%**	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Secured Mail	**9**	4	1	4	6	3	4	2	2	**	**	**	**	**	6	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	*1%*	*1%*	**%*	**%*	*2%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					b				a													
Parcels to go	**9**	3	1	3	8	-	4	3	-	**	**	**	**	**	8	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	*1%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					abcef																	
Pitney Bowes	**7**	3	3	3	4	3	2	2	*	**	**	**	**	**	4	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	*1%*	*1%*	**%*	**%*	**%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Interparcel	**6**	3	3	3	6	2	5	3	-	**	**	**	**	**	3	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
					ac																	
Business Post	**5**	4	2	4	4	-	4	4	-	**	**	**	**	**	4	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Neo Post	**4**	4	4	4	2	2	2	4	*	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	**%*	*1%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
UK / British Mail	**4**	3	1	3	1	-	4	3	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Fastway Couriers	**3**	2	2	3	3	1	2	2	-	**	**	**	**	**	3	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
										a												
Citipost	**3**	*	1	1	1	-	3	1	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
DHS	**2**	2	2	2	-	-	2	2	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Pallet Lines	**2**	2	2	2	2	2	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Priority Express	**2**	*	*	*	*	-	2	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Postal Sort	**2**	1	*	1	1	*	1	1	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Eagle Couriers	**1**	1	*	1	*	*	*	1	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Euro	**1**	1	-	1	1	-	1	1	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	**%*	*-%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
First Post	**1**	*	1	1	1	*	1	1	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Coopers Carriers	**1**	-	-	-	1	1	1	-	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Legal Post	*	*	*	*	*	-	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
One Post	*	*	-	*	*	*	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	-%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Freight - Better / Night	*	*	-	*	-	-	*	*	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	-%	*%	-%	-%	*%	*%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Local Courier	*	-	-	-	*	-	-	-	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	-%	-%	-%	*%	-%	-%	-%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
ENC	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fast Track	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
AJG Parcels	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcel Line	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**3**	2	2	2	2	*	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Don't know	**9**	7	*	7	-	-	2	7	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*1%*	*%	*%	-%	-%	*%	*1%*	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
		bd		b																		
Other answers	**161**	101	74	109	76	55	105	101	3	**	**	**	**	**	71	**	**	**	**	**	**	**
	8%	*7%*	*9%*	*7%*	*10%*	*11%*	*9%*	*7%*	*4%*	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
					ac	ac																

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21 (continuation)

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Royal Mail	1670	396	322	339	174	**	196	119	135	105	**	366	**	164	1527	143
	83%	83%	83%	81%	86%	**	77%	75%	78%	77%	**	75%	**	82%	86%	63%
					c									ab	b	
UPS	459	95	84	115	46	**	78	52	66	48	**	170	**	59	389	70
	23%	20%	22%	27%	23%	**	31%	33%	38%	35%	**	35%	**	29%	22%	31%
				a												a
DHL	458	90	84	99	44	**	81	41	47	40	**	142	**	63	379	79
	23%	19%	22%	23%	22%	**	32%	26%	27%	29%	**	29%	**	31%	21%	35%
																a
DPD	422	86	62	103	56	**	72	40	54	43	**	149	**	48	349	73
	21%	18%	16%	25%	28%	**	28%	25%	31%	31%	**	31%	**	24%	20%	32%
				ab	ab											a
Parcelforce	357	87	59	82	37	**	78	30	40	30	**	113	**	50	303	54
	18%	18%	15%	19%	19%	**	30%	19%	23%	22%	**	23%	**	25%	17%	24%
							b									a
TNT Express	282	60	33	71	47	**	32	27	43	48	**	126	**	17	223	59
	14%	13%	9%	17%	23%	**	12%	17%	24%	35%	**	26%	**	8%	13%	26%
				b	abc				a	abc		c				a
Hermes	264	57	52	46	38	**	44	25	27	30	**	96	**	27	215	49
	13%	12%	13%	11%	19%	**	17%	15%	16%	22%	**	20%	**	14%	12%	22%
					abc							c				a
FedEx	241	49	44	55	28	**	32	27	35	34	**	98	**	29	202	39
	12%	10%	11%	13%	14%	**	13%	17%	20%	25%	**	20%	**	14%	11%	17%
									a	a						a
Yodel	203	60	39	35	21	**	35	18	19	20	**	70	**	17	171	32
	10%	13%	10%	8%	11%	**	14%	11%	11%	15%	**	14%	**	8%	10%	14%
		c										c				a
UK Mail	123	17	25	26	23	**	21	13	14	34	**	71	**	7	94	30
	6%	4%	6%	6%	11%	**	8%	8%	8%	25%	**	14%	**	4%	5%	13%
					abc					abc		c	c			a
Whistl (Previously known as TNT Post)	45	17	6	5	3	**	6	*	1	2	**	5	**	5	45	1
	2%	4%	2%	1%	2%	**	2%	*%	1%	2%	**	1%	**	2%	3%	*%
		c													b	
Interlink / Interlink Express / Direct	42	3	4	10	10	**	6	3	9	8	**	22	**	2	32	10
	2%	1%	1%	2%	5%	**	2%	2%	5%	6%	**	4%	**	1%	2%	4%
				a	ab							c	c			a
APC	41	8	4	10	6	**	8	6	14	10	**	37	**	*	19	23
	2%	2%	1%	2%	3%	**	3%	4%	8%	7%	**	8%	**	*%	1%	10%
									a			c				a

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

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Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21 (continuation)

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
DX	**37**	8	2	9	12	**	4	*	10	1	**	6	**	5	28	9
	2%	*2%*	**%*	*2%*	*6%*	**	*2%*	**%*	*6%*	*1%*	**	*1%*	**	*2%*	*2%*	*4%*
				b	**abc**				**abd**				**ac**			a
Amazon	**30**	9	3	8	4	**	5	1	2	-	**	4	**	3	28	2
	1%	*2%*	*1%*	*2%*	*2%*	**	*2%*	*1%*	*1%*	*-%*	**	*1%*	**	*2%*	*2%*	*1%*
Tuffnels	**19**	2	2	6	2	**	2	-	2	4	**	6	**	-	16	4
	1%	**%*	**%*	*2%*	*1%*	**	*1%*	*-%*	*1%*	*3%*	**	*1%*	**	*-%*	*1%*	*2%*
										b			c			
Collect Plus	**10**	5	2	2	*	**	2	1	-	2	**	5	**	-	9	1
	****%***	*1%*	*1%*	**%*	**%*	**	*1%*	*1%*	*-%*	*1%*	**	*1%*	**	*-%*	*1%*	**%*
Secured Mail	**9**	2	-	2	*	**	-	-	2	4	**	6	**	-	5	4
	****%***	**%*	*-%*	*1%*	**%*	**	*-%*	*-%*	*1%*	*3%*	**	*1%*	**	*-%*	**%*	*2%*
										ab						a
Parcels to go	**9**	2	-	1	-	**	4	2	2	-	**	8	**	-	3	6
	****%***	**%*	*-%*	**%*	*-%*	**	*1%*	*1%*	*1%*	*-%*	**	*2%*	**	*-%*	**%*	*3%*
												c				a
Pitney Bowes	**7**	*	1	2	*	**	2	*	2	-	**	2	**	1	1	6
	****%***	**%*	**%*	**%*	**%*	**	*1%*	**%*	*1%*	*-%*	**	**%*	**	**%*	**%*	*3%*
													ac			a
Interparcel	**6**	*	-	2	1	**	*	-	2	1	**	5	**	*	1	5
	****%***	**%*	*-%*	**%*	**%*	**	**%*	*-%*	*1%*	**%*	**	*1%*	**	**%*	**%*	*2%*
																a
Business Post	**5**	2	-	-	2	**	2	-	*	2	**	2	**	2	4	2
	****%***	**%*	*-%*	*-%*	*1%*	**	*1%*	*-%*	**%*	*1%*	**	**%*	**	*1%*	**%*	*1%*
Neo Post	**4**	*	-	4	*	**	-	-	2	-	**	2	**	-	2	2
	****%***	**%*	*-%*	*1%*	**%*	**	*-%*	*-%*	*1%*	*-%*	**	**%*	**	*-%*	**%*	*1%*
																a
UK / British Mail	**4**	3	-	-	-	**	1	-	-	-	**	1	**	-	4	-
	****%***	*1%*	*-%*	*-%*	*-%*	**	**%*	*-%*	*-%*	*-%*	**	**%*	**	*-%*	**%*	*-%*
Fastway Couriers	**3**	1	1	1	1	**	1	1	1	1	**	2	**	1	3	*
	****%***	**%*	**%*	**%*	**%*	**	**%*	**%*	*1%*	**%*	**	**%*	**	*1%*	**%*	**%*
Citipost	**3**	*	-	1	-	**	-	-	1	-	**	1	**	-	3	*
	****%***	**%*	*-%*	**%*	*-%*	**	*-%*	*-%*	**%*	*-%*	**	**%*	**	*-%*	**%*	**%*
DHS	**2**	-	2	-	-	**	-	-	-	-	**	-	**	-	2	-
	****%***	*-%*	**%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	**%*	*-%*
Pallet Lines	**2**	-	-	2	-	**	-	-	-	2	**	2	**	-	-	2
	****%***	*-%*	*-%*	**%*	*-%*	**	*-%*	*-%*	*-%*	*1%*	**	**%*	**	*-%*	*-%*	*1%*
																a
Priority Express	**2**	-	-	-	*	**	-	*	-	-	**	-	**	*	2	-
	****%***	*-%*	*-%*	*-%*	**%*	**	*-%*	**%*	*-%*	*-%*	**	*-%*	**	**%*	**%*	*-%*

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

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Table 21 (continuation)

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Postal Sort	2	1	1	*	*	**	1	-	-	*	**	1	**	-	1	*
	*%	*%	*%	*%	*%	**	*%	-%	-%	*%	**	*%	**	-%	*%	*%
Eagle Couriers	1	1	-	-	-	**	*	-	-	-	**	*	**	-	1	-
	*%	*%	-%	-%	-%	**	*%	-%	-%	-%	**	*%	**	-%	*%	-%
Euro	1	1	-	-	-	**	1	-	-	-	**	1	**	-	-	1
	*%	*%	-%	-%	-%	**	*%	-%	-%	-%	**	*%	**	-%	-%	*%
																a
First Post	1	1	*	-	-	**	1	-	-	-	**	1	**	-	1	*
	*%	*%	*%	-%	-%	**	*%	-%	-%	-%	**	*%	**	-%	*%	*%
Coopers Carriers	1	-	-	-	-	**	1	-	-	-	**	-	**	1	1	-
	*%	-%	-%	-%	-%	**	*%	-%	-%	-%	**	-%	**	*%	*%	-%
Legal Post	*	-	-	-	*	**	-	-	*	-	**	*	**	-	*	-
	*%	-%	-%	-%	*%	**	-%	-%	*%	-%	**	*%	**	-%	*%	-%
One Post	*	*	-	-	*	**	-	-	*	-	**	*	**	-	*	-
	*%	*%	-%	-%	*%	**	-%	-%	*%	-%	**	*%	**	-%	*%	-%
Freight - Better / Night	*	*	-	-	-	**	-	-	-	-	**	-	**	-	*	-
	*%	*%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*%	-%
Local Courier	*	-	-	-	-	**	*	-	-	-	**	-	**	-	-	*
	*%	-%	-%	-%	-%	**	*%	-%	-%	-%	**	-%	**	-%	-%	*%
MHI (Mail Handling International)	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Lynx	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Wey Group International	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
ENC	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Fast Track	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Global Mailing	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Haynes	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
AJG Parcels	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcel Line	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

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

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

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Securicor	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
None	**3**	1	-	2	-	**	*	2	-	-	**	2	**	*	3	-
	%	*%	-%	*%	-%	**	*%	*1%*	-%	-%	**	*%	**	*%	*%	-%
Don't know	**9**	1	6	-	-	**	-	-	-	-	**	-	**	-	7	1
	%	*%	*2%* **cd**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*%	*%
Other answers	**161**	24	33	39	12	**	21	22	16	17	**	52	**	19	117	45
	8%	*5%*	*9%*	*9%* a	*6%*	**	*8%*	*14%*	*9%*	*12%*	**	*11%*	**	*9%*	*7%*	*20%* a

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Royal Mail	**1670**	1220	22	388	173	1207	35	385	176	264	1072	116	**
	83%	*84%*	*43%*	*79%*	*71%*	*84%*	*51%*	*79%*	*71%*	*82%*	*83%*	*80%*	**
		b		b		b		b					
UPS	**459**	338	6	156	92	333	11	161	87	93	284	51	**
	23%	*23%*	*11%*	*32%*	*38%*	*23%*	*16%*	*33%*	*35%*	*29%*	*22%*	*35%*	**
		b								b		b	
DHL	**458**	303	16	126	90	296	23	124	92	92	261	55	**
	23%	*21%*	*33%*	*26%*	*37%*	*21%*	*34%*	*25%*	*37%*	*28%*	*20%*	*38%*	**
			a		a		a		a	b		**ab**	
DPD	**422**	300	9	131	80	291	18	130	82	72	255	28	**
	21%	*21%*	*17%*	*27%*	*33%*	*20%*	*26%*	*27%*	*33%*	*22%*	*20%*	*19%*	**
Parcelforce	**357**	253	14	110	70	249	18	106	73	67	231	30	**
	18%	*17%*	*28%*	*22%*	*29%*	*17%*	*26%*	*22%*	*30%*	*21%*	*18%*	*21%*	**
									a				
TNT Express	**282**	198	14	76	74	194	18	70	80	54	172	42	**
	14%	*14%*	*27%*	*15%*	*31%*	*14%*	*26%*	*14%*	*32%*	*17%*	*13%*	*29%*	**
			a		a		a		a			**ab**	
Hermes	**264**	187	7	68	60	184	11	72	56	57	145	17	**
	13%	*13%*	*14%*	*14%*	*25%*	*13%*	*16%*	*15%*	*22%*	*18%*	*11%*	*12%*	**
					a				a	b			
FedEx	**241**	172	7	88	45	169	10	87	47	53	146	32	**
	12%	*12%*	*14%*	*18%*	*19%*	*12%*	*15%*	*18%*	*19%*	*16%*	*11%*	*22%*	**
										b		b	
Yodel	**203**	158	2	60	32	157	3	58	33	37	121	12	**
	10%	*11%*	*4%*	*12%*	*13%*	*11%*	*4%*	*12%*	*13%*	*12%*	*9%*	*8%*	**
UK Mail	**123**	89	6	49	36	87	9	50	34	26	69	10	**
	6%	*6%*	*13%*	*10%*	*15%*	*6%*	*12%*	*10%*	*14%*	*8%*	*5%*	*7%*	**
			a				a						
Whistl (Previously known as TNT Post)	**45**	32	*	9	*	32	*	9	*	1	27	1	**
	2%	*2%*	*%*	*2%*	*%*	*2%*	*%*	*2%*	*%*	*%*	*2%*	*1%*	**
											a		
Interlink / Interlink Express / Direct	**42**	25	2	13	14	22	5	13	14	9	21	6	**
	2%	*2%*	*4%*	*3%*	*6%*	*2%*	*8%*	*3%*	*6%*	*3%*	*2%*	*4%*	**
					a		a					b	
APC	**41**	28	-	10	27	26	2	10	27	8	20	2	**
	2%	*2%*	*-%*	*2%*	*11%*	*2%*	*3%*	*2%*	*11%*	*2%*	*2%*	*2%*	**
					a				a				
DX	**37**	30	2	8	8	28	4	8	8	10	31	1	**
	2%	*2%*	*3%*	*2%*	*3%*	*2%*	*5%*	*2%*	*3%*	*3%*	*2%*	*1%*	**
Amazon	**30**	24	-	8	*	24	-	8	*	*	20	1	**
	1%	*2%*	*-%*	*2%*	*%*	*2%*	*-%*	*2%*	*%*	*%*	*2%*	*%*	**
											a		

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Tuffnels	**19**	12	-	2	6	12	-	2	6	4	12	-	**
	1%	*1%*	*-%*	**%*	*2%*	*1%*	*-%*	**%*	*2%*	*1%*	*1%*	*-%*	**
					a				a				
Collect Plus	**10**	9	-	2	3	9	-	2	3	1	7	-	**
	****%***	*1%*	*-%*	**%*	*1%*	*1%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*	**
Secured Mail	**9**	2	2	1	6	2	2	1	6	2	4	2	**
	****%***	**%*	*4%*	**%*	*2%*	**%*	*3%*	**%*	*2%*	*1%*	**%*	*1%*	**
			a		a		a		a				
Parcels to go	**9**	1	2	2	6	1	2	2	6	3	2	-	**
	****%***	**%*	*4%*	**%*	*2%*	**%*	*3%*	**%*	*2%*	*1%*	**%*	*-%*	**
			a		a		a		a	b			
Pitney Bowes	**7**	1	2	1	4	1	2	1	4	*	3	3	**
	****%***	**%*	*4%*	**%*	*2%*	**%*	*3%*	**%*	*1%*	**%*	**%*	*2%*	**
			a		a		a		a			**ab**	
Interparcel	**6**	3	-	1	5	3	-	1	5	2	3	1	**
	****%***	**%*	*-%*	**%*	*2%*	**%*	*-%*	**%*	*2%*	*1%*	**%*	**%*	**
					a				a				
Business Post	**5**	4	-	2	2	4	-	2	2	*	4	*	**
	****%***	**%*	*-%*	**%*	*1%*	**%*	*-%*	**%*	*1%*	**%*	**%*	**%*	**
Neo Post	**4**	2	2	*	2	2	2	*	2	*	4	2	**
	****%***	**%*	*4%*	**%*	*1%*	**%*	*3%*	**%*	*1%*	**%*	**%*	*1%*	**
			a				a					a	
UK / British Mail	**4**	3	-	1	-	3	-	1	-	-	3	-	**
	****%***	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	**
Fastway Couriers	**3**	3	-	2	1	3	-	2	1	1	1	1	**
	****%***	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**%*	**
Citipost	**3**	1	*	1	-	1	*	1	-	*	*	*	**
	****%***	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**
DHS	**2**	2	-	-	-	2	-	-	-	-	2	-	**
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**
Pallet Lines	**2**	2	-	-	2	2	-	-	2	-	2	-	**
	****%***	**%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	**
					a								
Priority Express	**2**	*	-	-	*	*	-	-	*	*	*	-	**
	****%***	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**
Postal Sort	**2**	1	*	*	1	1	*	-	1	1	1	*	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**%*	**%*	**
Eagle Couriers	**1**	1	-	*	-	1	-	*	-	-	1	*	**
	****%***	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	**
Euro	**1**	-	1	-	1	-	1	-	1	1	1	-	**
	****%***	*-%*	*1%*	*-%*	**%*	*-%*	*1%*	*-%*	**%*	**%*	**%*	*-%*	**
			a				a						

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

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

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
First Post	**1**	1	*	1	-	1	*	1	-	-	*	-	**
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%	**
Coopers Carriers	**1**	-	-	1	-	-	-	1	-	-	-	-	**
	***%**	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	**
Legal Post	*	*	-	*	-	*	-	*	-	-	*	-	**
	***%**	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	**
One Post	*	*	-	*	-	*	-	*	-	*	*	-	**
	***%**	*%	-%	*%	-%	*%	-%	*%	-%	*%	*%	-%	**
Freight - Better / Night	*	*	-	-	-	*	-	-	-	-	*	-	**
	***%**	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	**
Local Courier	*	-	-	-	*	-	-	-	*	-	-	-	**
	***%**	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
None	**3**	2	-	2	-	2	-	2	-	-	2	-	**
	***%**	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	**
Don't know	**9**	7	1	-	-	7	1	-	-	*	7	-	**
	***%**	*%	*1%*	-%	-%	*%	*1%*	-%	-%	*%	*1%*	-%	**
Other answers	**161**	94	14	43	32	90	19	44	32	36	89	17	**
	8%	*7%*	*28%*	*9%*	*13%*	*6%*	*27%*	*9%*	*13%*	*11%*	*7%*	*12%*	**
			a				a			b		b	

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Royal Mail	1670	214	591	82	**	395	340	130	**	1128	684	464	997	762	**
	83%	76%	80%	74%	**	75%	74%	74%	**	84% c	82%	79%	85%	83%	**
UPS	459	77	190	46	**	190	148	79	**	303	227	192	272	213	**
	23%	27%	26%	41% ab	**	36%	32%	45% ab	**	23%	27% a	33% ab	23%	23%	**
DHL	458	87	169	40	**	171	130	76	**	274	194	163	247	182	**
	23%	31% b	23%	36% b	**	32%	28%	43% ab	**	21%	23%	28% ab	21%	20%	**
DPD	422	72	179	33	**	168	110	46	**	269	202	167	248	189	**
	21%	25%	24%	30%	**	32% b	24%	26%	**	20%	24% a	28% a	21%	21%	**
Parcelforce	357	58	142	20	**	136	102	39	**	234	162	144	207	144	**
	18%	20%	19%	18%	**	26%	22%	22%	**	17%	19%	25% ab	18%	16%	**
TNT Express	282	43	124	25	**	111	91	52	**	174	129	112	161	139	**
	14%	15%	17%	23% a	**	21%	20%	30% ab	**	13%	15%	19% a	14%	15%	**
Hermes	264	46	94	17	**	92	84	37	**	161	109	93	158	132	**
	13%	16%	13%	15%	**	17%	18%	21%	**	12%	13%	16% a	13%	14%	**
FedEx	241	54	105	27	**	96	91	52	**	150	122	106	135	107	**
	12%	19% b	14%	25% b	**	18%	20%	30% ab	**	11%	15% a	18% a	11%	12%	**
Yodel	203	39	79	15	**	67	58	19	**	133	97	62	128	101	**
	10%	14%	11%	14%	**	13%	13%	11%	**	10%	12%	10%	11%	11%	**
UK Mail	123	26	61	15	**	60	56	30	**	69	67	63	66	70	**
	6%	9%	8%	13% b	**	11%	12%	17%	**	5%	8% a	11% a	6%	8% a	**
Whistl (Previously known as TNT Post)	45	4	13	1	**	6	7	1	**	27	15	9	22	18	**
	2%	2%	2%	*%	**	1%	1%	*%	**	2%	2%	2%	2%	2%	**
Interlink / Interlink Express / Direct	42	8	16	8	**	22	14	9	**	23	19	19	21	15	**
	2%	3%	2%	7% ab	**	4%	3%	5%	**	2%	2%	3% a	2%	2%	**
APC	41	11	19	4	**	31	20	12	**	20	22	25	19	18	**
	2%	4%	3%	4%	**	6%	4%	7%	**	2%	3%	4% a	2%	2%	**
DX	37	6	18	1	**	15	6	2	**	31	20	11	29	16	**
	2%	2%	2%	1%	**	3%	1%	1%	**	2%	2%	2%	2%	2%	**
Amazon	30	3	14	2	**	6	5	2	**	20	15	8	19	16	**
	1%	1%	2%	2%	**	1%	1%	1%	**	1%	2%	1%	2%	2%	** ab

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Tuffnels	19	-	8	-	**	8	4	2	**	12	8	4	10	8	**
	1%	-%	1%	-%	**	1%	1%	1%	**	1%	1%	1%	1%	1%	**
Collect Plus	10	1	6	-	**	3	4	-	**	7	7	2	7	6	**
	*%	*%	1%	-%	**	*%	1%	-%	**	1%	1%	*%	1%	1%	**
Secured Mail	9	1	1	*	**	6	4	4	**	2	1	4	2	2	**
	*%	*%	*%	*%	**	1%	1%	2%	**	*%	*%	1% b	*%	*%	**
Parcels to go	9	-	1	-	**	8	6	4	**	1	1	6	1	-	**
	*%	-%	*%	-%	**	2%	1%	2%	**	*%	*%	1% ab	*%	-%	**
Pitney Bowes	7	*	3	2	**	*	4	2	**	3	3	1	3	3	**
	*%	*%	*%	2% ab	**	*%	1% a	1% a	**	*%	*%	*%	*%	*%	**
Interparcel	6	-	3	1	**	5	1	1	**	3	3	1	2	1	**
	*%	-%	*%	1%	**	1%	*%	*%	**	*%	*%	*%	*%	*%	**
Business Post	5	*	2	-	**	4	2	-	**	4	2	2	4	4	**
	*%	*%	*%	-%	**	1%	*%	-%	**	*%	*%	*%	*%	*%	**
Neo Post	4	*	4	2	**	*	2	2	**	4	4	*	4	4	**
	*%	*%	1%	2% a	**	*%	*%	1% a	**	*%	*%	*%	*%	*%	**
UK / British Mail	4	-	1	-	**	-	1	-	**	3	1	1	3	1	**
	*%	-%	*%	-%	**	-%	*%	-%	**	*%	*%	*%	*%	*%	**
Fastway Couriers	3	1	2	1	**	3	1	-	**	2	2	3	2	2	**
	*%	*%	*%	1%	**	1%	*%	-%	**	*%	*%	*%	*%	*%	**
Citipost	3	1	*	*	**	1	-	-	**	-	1	1	1	1	**
	*%	*%	*%	*%	**	*%	-%	-%	**	-%	*%	*%	*%	*%	**
DHS	2	-	2	-	**	-	-	-	**	2	2	-	2	-	**
	*%	-%	*%	-%	**	-%	-%	-%	**	*%	*%	-%	*%	-%	**
Pallet Lines	2	-	2	-	**	2	2	-	**	2	2	2	2	-	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	-%	**
Priority Express	2	*	*	-	**	-	*	-	**	*	*	*	*	-	**
	*%	*%	*%	-%	**	-%	*%	-%	**	*%	*%	*%	*%	-%	**
Postal Sort	2	-	*	*	**	1	1	*	**	1	*	1	1	1	**
	*%	-%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Eagle Couriers	1	-	*	*	**	-	*	*	**	1	*	*	-	1	**
	*%	-%	*%	*%	**	-%	*%	*%	**	*%	*%	*%	-%	*%	**
Euro	1	-	-	-	**	1	1	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	*%	*%	-%	**	-%	-%	-%	-%	-%	**
First Post	1	-	1	-	**	-	1	-	**	-	1	1	1	1	**
	*%	-%	*%	-%	**	-%	*%	-%	**	-%	*%	*%	*%	*%	**
Coopers Carriers	1	-	-	-	**	1	1	-	**	-	-	1	-	-	**
	*%	-%	-%	-%	**	*%	*%	-%	**	-%	-%	*%	-%	-%	**

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

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

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Legal Post	*	-	*	-	**	*	*	-	**	*	*	*	*	*	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
One Post	*	-	-	-	**	-	*	-	**	*	-	*	*	*	**
	*%	-%	-%	-%	**	-%	*%	-%	**	*%	-%	*%	*%	*%	**
Freight - Better / Night	*	-	-	-	**	-	-	-	**	*	-	-	*	-	**
	*%	-%	-%	-%	**	-%	-%	-%	**	*%	-%	-%	*%	-%	**
Local Courier	*	-	-	-	**	*	-	-	**	-	-	*	-	-	**
	*%	-%	-%	-%	**	*%	-%	-%	**	-%	-%	*%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	3	-	2	-	**	*	2	-	**	2	2	2	2	2	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Don't know	9	-	*	-	**	-	-	-	**	7	-	-	5	7	**
	*%	-%	*%	-%	**	-%	-%	-%	**	*%	-%	-%	*%	1%	**
										b					
Other answers	161	31	62	16	**	56	40	17	**	87	67	59	85	58	**
	8%	11%	8%	15%	**	11%	9%	10%	**	7%	8%	10%	7%	6%	**
				b								a			ab

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Royal Mail	1670	299	221	281	76	61	965	790	67	**	**	**	1532	1222	1539	1236	1611
	83%	75%	76%	80%	78%	71%	84%	84%	88%	**	**	**	83%	82%	83%	82%	83%
UPS	459	154	105	126	44	42	282	235	19	**	**	**	429	356	431	377	451
	23%	38%	36%	36%	45%	48%	24%	25%	25%	**	**	**	23%	24%	23%	25%	23%
						bc											
DHL	458	109	76	121	33	36	246	200	4	**	**	**	418	334	420	350	445
	23%	27%	26%	34%	34%	42%	21%	21%	5%	**	**	**	23%	23%	23%	23%	23%
				ab		ab					a						
DPD	422	122	81	110	24	22	246	206	19	**	**	**	387	308	389	336	409
	21%	30%	28%	31%	25%	25%	21%	22%	25%	**	**	**	21%	21%	21%	22%	21%
Parcelforce	357	101	73	102	21	22	209	154	11	**	**	**	330	283	333	294	347
	18%	25%	25%	29%	21%	25%	18%	16%	14%	**	**	**	18%	19%	18%	20%	18%
											a						
TNT Express	282	85	61	75	32	33	164	140	12	**	**	**	256	215	262	243	281
	14%	21%	21%	21%	33%	38%	14%	15%	15%	**	**	**	14%	15%	14%	16%	14%
					abc	abc											
Hermes	264	63	62	66	20	21	154	132	6	**	**	**	237	197	239	214	258
	13%	16%	21%	19%	21%	24%	13%	14%	7%	**	**	**	13%	13%	13%	14%	13%
											a						
FedEx	241	76	60	72	25	24	154	107	5	**	**	**	230	187	232	201	238
	12%	19%	21%	20%	25%	28%	13%	11%	7%	**	**	**	12%	13%	12%	13%	12%
Yodel	203	43	35	46	10	8	121	101	5	**	**	**	187	152	187	171	195
	10%	11%	12%	13%	10%	9%	10%	11%	6%	**	**	**	10%	10%	10%	11%	10%
											a						
UK Mail	123	56	44	40	22	16	76	62	4	**	**	**	117	97	119	102	119
	6%	14%	15%	11%	22%	18%	7%	7%	5%	**	**	**	6%	7%	6%	7%	6%
					c						a						
Whistl (Previously known as TNT Post)	45	6	4	3	*	*	21	14	1	**	**	**	39	30	39	34	45
	2%	2%	1%	1%	*%	*%	2%	1%	1%	**	**	**	2%	2%	2%	2%	2%
Interlink / Interlink Express / Direct	42	10	9	13	1	5	25	22	-	**	**	**	39	36	39	37	42
	2%	3%	3%	4%	1%	6%	2%	2%	-%	**	**	**	2%	2%	2%	2%	2%
APC	41	23	19	14	6	6	30	21	2	**	**	**	37	37	37	40	41
	2%	6%	6%	4%	6%	7%	3%	2%	2%	**	**	**	2%	2%	2%	3%	2%
DX	37	9	1	11	*	1	31	16	1	**	**	**	33	25	33	31	37
	2%	2%	*%	3%	*%	2%	3%	2%	1%	**	**	**	2%	2%	2%	2%	2%
		b		b													
Amazon	30	5	3	4	2	2	17	17	-	**	**	**	28	17	28	22	25
	1%	1%	1%	1%	2%	3%	1%	2%	-%	**	**	**	1%	1%	1%	1%	1%
Tuffnels	19	8	4	4	-	2	14	10	-	**	**	**	16	14	16	18	19
	1%	2%	1%	1%	-%	2%	1%	1%	-%	**	**	**	1%	1%	1%	1%	1%

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

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Collect Plus	**10**	2	2	1	-	-	6	5	-	**	**	**	10	7	10	7	10
	***%**	*%	*1%*	*%	-%	-%	*1%*	*1%*	-%	**	**	**	*1%*	*%	*1%*	*%	*1%*
Secured Mail	**9**	4	4	1	2	2	4	4	-	**	**	**	6	3	6	7	9
	***%**	*1%*	*1%*	*%	*2%*	*2%*	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
						c											
Parcels to go	**9**	4	2	8	4	2	4	4	-	**	**	**	9	9	9	9	9
	***%**	*1%*	*1%*	*2%*	*4%*	*2%*	*%	*%	-%	**	**	**	*%	*1%*	*%	*1%*	*%
					ab												
Pitney Bowes	**7**	2	4	*	-	2	3	3	-	**	**	**	7	2	7	2	7
	***%**	*%	*1%*	*%	-%	*2%*	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
			c			c											
Interparcel	**6**	2	1	2	-	1	2	1	1	**	**	**	6	6	6	6	6
	***%**	*%	*%	*1%*	-%	*1%*	*%	*%	*1%*	**	**	**	*%	*%	*%	*%	*%
Business Post	**5**	2	-	2	*	-	4	4	2	**	**	**	5	5	5	5	5
	***%**	*%	-%	*1%*	*%	-%	*%	*%	*2%*	**	**	**	*%	*%	*%	*%	*%
Neo Post	**4**	2	2	*	-	2	4	4	-	**	**	**	4	3	4	3	4
	***%**	*%	*1%*	*%	-%	*2%*	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
						c											
UK / British Mail	**4**	1	1	1	-	-	3	1	-	**	**	**	4	3	4	3	4
	***%**	*%	*%	*%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Fastway Couriers	**3**	*	2	2	-	-	1	2	*	**	**	**	3	3	3	3	3
	***%**	*%	*1%*	*1%*	-%	-%	*%	*%	*1%*	**	**	**	*%	*%	*%	*%	*%
Citipost	**3**	-	-	1	-	-	-	-	-	**	**	**	3	3	3	3	3
	***%**	-%	-%	*%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
DHS	**2**	-	-	-	-	-	2	-	-	**	**	**	2	2	2	-	2
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	-%	*%
Pallet Lines	**2**	2	-	-	-	-	2	-	-	**	**	**	2	2	2	2	2
	***%**	*%	-%	-%	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Priority Express	**2**	-	-	-	-	-	*	-	-	**	**	**	*	*	*	2	2
	***%**	-%	-%	-%	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Postal Sort	**2**	1	*	1	-	*	1	1	-	**	**	**	1	1	1	1	2
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Eagle Couriers	**1**	-	*	-	-	*	-	1	-	**	**	**	1	1	1	1	1
	***%**	-%	*%	-%	-%	*1%*	-%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Euro	**1**	1	-	1	-	-	-	-	-	**	**	**	1	1	1	1	1
	***%**	*%	-%	*%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
First Post	**1**	1	1	1	-	-	1	1	-	**	**	**	1	1	1	1	1
	***%**	*%	*%	*%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Coopers Carriers	**1**	1	1	-	-	-	1	1	-	**	**	**	-	-	-	1	1
	***%**	*%	*%	-%	-%	-%	*%	*%	-%	**	**	**	-%	-%	-%	*%	*%

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Legal Post	*	*	-	-	-	-	*	-	-	**	**	**	*	*	*	*	*
	*%	*%	-%	-%	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	*%	*%
One Post	*	-	*	-	-	-	-	*	-	**	**	**	*	*	*	*	*
	*%	-%	*%	-%	-%	-%	-%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Freight - Better / Night	*	-	-	-	-	-	*	-	-	**	**	**	*	*	*	*	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Local Courier	*	-	-	*	-	-	-	-	-	**	**	**	*	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	**	**	**	*%	-%	*%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
None	**3**	2	-	-	-	-	2	1	-	**	**	**	3	2	3	1	3
	*%	*%	-%	-%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Don't know	**9**	-	-	-	-	-	5	6	-	**	**	**	8	4	8	5	9
	*%	-%	-%	-%	-%	-%	*%	1%	-%	**	**	**	*%	*%	*%	*%	*%
Other answers	**161**	45	29	42	14	11	79	50	6	**	**	**	145	123	145	125	159
	8%	*11%*	*10%*	*12%*	*15%*	*13%*	*7%*	*5%*	*8%*	**	**	**	*8%*	*8%*	*8%*	*8%*	*8%*

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21 (continuation)

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Royal Mail	1670	916	1543	323	**	1360	70	277	1350	257	**	75	222	174	1223	267
	83%	83%	83%	80%	**	86%	87%	84%	86%	70%	**	76%	67%	78%	84% a	84%
UPS	459	296	439	132	**	357	19	115	320	133	**	40	113	82	316	60
	23%	27%	24%	33% ab	**	23%	24%	35% b	20%	36%	**	41%	34%	36% bc	22%	19%
DHL	458	278	424	135	**	344	20	88	334	136	**	36	119	72	316	70
	23%	25%	23%	33% ab	**	22%	25%	27% b	21%	37%	**	37%	36%	32% bc	22%	22%
DPD	422	266	398	84	**	332	18	66	328	114	**	34	97	53	296	72
	21%	24%	21%	21%	**	21%	23%	20%	21%	31%	**	35%	29%	24%	20%	23%
Parcelforce	357	233	342	84	**	275	11	53	277	104	**	33	87	64	238	55
	18%	21%	18%	21%	**	17%	13%	16%	18%	28%	**	34%	27%	29% bc	16%	17%
TNT Express	282	181	267	88	**	214	8	57	204	100	**	18	87	55	185	43
	14%	16%	14%	22% ab	**	14%	10%	17% b	13%	27%	**	19%	26%	24% bc	13%	13%
Hermes	264	164	247	72	**	183	9	59	184	80	**	31	70	67	158	39
	13%	15%	13%	18% b	**	12%	11%	18% b	12%	22%	**	32% b	21%	30% bc	11%	12%
FedEx	241	153	228	76	**	183	13	52	175	74	**	22	65	40	167	33
	12%	14%	12%	19% ab	**	12%	16%	16% b	11%	20%	**	22%	20%	18% bc	12%	10%
Yodel	203	131	186	52	**	156	14	43	147	43	**	24	32	32	149	22
	10%	12%	10%	13%	**	10%	17%	13% b	9%	12%	**	24% b	10%	14% c	10%	7%
UK Mail	123	79	121	35	**	96	7	28	83	35	**	17	35	30	72	22
	6%	7%	6%	9%	**	6%	8%	8% b	5%	9%	**	17%	11%	13% bc	5%	7%
Whistl (Previously known as TNT Post)	45	26	40	6	**	33	4	6	39	1	**	*	1	3	29	14
	2%	2%	2%	1%	**	2%	5%	2%	2%	*%	**	*%	*%	1%	2%	4% ab
Interlink / Interlink Express / Direct	42	31	41	12	**	37	-	12	28	22	**	10	15	10	30	2
	2%	3%	2%	3%	**	2%	-%	4% b	2%	6%	**	10%	4%	5% bc	2%	1%
APC	41	32	39	7	**	23	6	13	25	29	**	12	23	8	23	10
	2%	3%	2%	2%	**	1%	7% a	4% b	2%	8%	**	13%	7%	4%	2%	3%
DX	37	25	34	4	**	22	*	9	25	12	**	3	14	5	28	4
	2%	2%	2%	1%	**	1%	*%	3%	2%	3%	**	3%	4%	2%	2%	1%
Amazon	30	13	28	10	**	23	-	7	21	5	**	2	4	2	23	5
	1%	1%	1%	2%	**	1%	-%	2%	1%	1%	**	2%	1%	1%	2%	1%

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21 (continuation)

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Tuffnels	19	12	19	2	**	17	-	7	12	6	**	4	2	2	17	-
	1%	1%	1%	*%	**	1%	-%	2%	1%	2%	**	4%	1%	1%	1%	-%
								b				b			c	
Collect Plus	10	5	8	1	**	7	-	4	6	3	**	-	4	-	7	3
	*%	*%	*%	*%	**	*%	-%	1%	*%	1%	**	-%	1%	-%	1%	1%
Secured Mail	9	7	9	4	**	4	1	4	3	6	**	2	4	2	7	*
	*%	1%	*%	1%	**	*%	1%	1%	*%	2%	**	2%	1%	1%	*%	*%
								b								
Parcels to go	9	6	9	4	**	5	-	4	3	6	**	4	2	6	2	1
	*%	1%	*%	1%	**	*%	-%	1%	*%	2%	**	4%	1%	3%	*%	*%
								b				b		bc		
Pitney Bowes	7	2	7	2	**	3	-	-	3	6	**	*	6	-	3	4
	*%	*%	*%	*%	**	*%	-%	-%	*%	2%	**	*%	2%	-%	*%	1%
																b
Interparcel	6	4	6	-	**	2	-	1	2	5	**	-	5	-	5	*
	*%	*%	*%	-%	**	*%	-%	*%	*%	1%	**	-%	1%	-%	*%	*%
Business Post	5	5	5	2	**	2	2	2	2	2	**	2	-	4	2	*
	*%	*%	*%	*%	**	*%	2%	1%	*%	*%	**	2%	-%	2%	*%	*%
							a					b		bc		
Neo Post	4	1	4	*	**	4	-	*	4	2	**	-	2	-	2	2
	*%	*%	*%	*%	**	*%	-%	*%	*%	1%	**	-%	1%	-%	*%	1%
UK / British Mail	4	3	4	1	**	4	-	-	4	-	**	-	-	3	2	-
	*%	*%	*%	*%	**	*%	-%	-%	*%	-%	**	-%	-%	1%	*%	-%
														bc		
Fastway Couriers	3	2	3	1	**	2	-	*	3	2	**	-	2	1	2	1
	*%	*%	*%	*%	**	*%	-%	*%	*%	*%	**	-%	1%	1%	*%	*%
Citipost	3	3	3	-	**	2	-	1	2	*	**	-	*	1	*	2
	*%	*%	*%	-%	**	*%	-%	*%	*%	*%	**	-%	*%	*%	*%	1%
																b
DHS	2	-	2	-	**	2	-	-	2	-	**	-	-	-	2	-
	*%	-%	*%	-%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
Pallet Lines	2	2	2	-	**	2	-	-	2	2	**	-	2	2	-	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	*%	**	-%	1%	1%	-%	-%
														b		
Priority Express	2	2	2	*	**	2	-	*	2	2	**	-	2	-	2	-
	*%	*%	*%	*%	**	*%	-%	*%	*%	*%	**	-%	1%	-%	*%	-%
Postal Sort	2	1	1	1	**	1	-	-	1	1	**	-	1	-	1	1
	*%	*%	*%	*%	**	*%	-%	-%	*%	*%	**	-%	*%	-%	*%	*%
Eagle Couriers	1	-	1	*	**	1	-	*	1	1	**	-	1	-	1	-
	*%	-%	*%	*%	**	*%	-%	*%	*%	*%	**	-%	*%	-%	*%	-%
Euro	1	1	1	1	**	-	-	-	-	1	**	-	1	1	-	-
	*%	*%	*%	*%	**	-%	-%	-%	-%	*%	**	-%	*%	*%	-%	-%
														b		

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
First Post	1	1	1	1	**	1	-	-	1	*	**	-	*	-	1	-
	*%	*%	*%	*%	**	*%	-%	-%	*%	*%	**	-%	*%	-%	*%	-%
Coopers Carriers	1	1	1	-	**	1	-	-	1	-	**	-	-	-	1	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
Legal Post	*	*	*	-	**	*	-	-	*	*	**	-	*	-	-	*
	*%	*%	*%	-%	**	*%	-%	-%	*%	*%	**	-%	*%	-%	-%	*%
One Post	*	-	*	-	**	*	-	-	*	*	**	-	*	-	*	-
	*%	-%	*%	-%	**	*%	-%	-%	*%	*%	**	-%	*%	-%	*%	-%
Freight - Better / Night	*	-	*	-	**	*	-	-	*	-	**	-	-	-	*	-
	*%	-%	*%	-%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
Local Courier	*	-	*	-	**	-	-	-	*	*	**	-	*	-	-	*
	*%	-%	*%	-%	**	-%	-%	-%	*%	*%	**	-%	*%	-%	-%	*%
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Haynes	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Securicor	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
None	3	*	3	*	**	3	-	-	3	-	**	-	-	-	3	-
	*%	*%	*%	*%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
Don't know	9	2	8	-	**	5	-	-	7	*	**	1	2	1	8	*
	*%	*%	*%	-%	**	*%	-%	-%	*%	*%	**	1%	1%	*%	1%	*%
Other answers	161	91	144	34	**	118	2	20	119	47	**	15	45	17	119	25
	8%	8%	8%	8%	**	7%	3%	6%	8%	13%	**	15%	13%	8%	8%	8%

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Royal Mail	**1670**	198	104	1351	910	759
	83%	*73%*	*77%*	*86%*	*85%*	*82%*
				ab		
UPS	**459**	104	51	300	228	231
	23%	*39%*	*38%*	*19%*	*21%*	*25%*
		c	c			a
DHL	**458**	75	41	341	226	232
	23%	*28%*	*31%*	*22%*	*21%*	*25%*
		c	c			a
DPD	**422**	74	49	295	223	199
	21%	*28%*	*36%*	*19%*	*21%*	*22%*
		c	c			
Parcelforce	**357**	65	31	261	192	165
	18%	*24%*	*23%*	*17%*	*18%*	*18%*
		c				
TNT Express	**282**	61	32	184	150	133
	14%	*23%*	*24%*	*12%*	*14%*	*14%*
		c	c			
Hermes	**264**	68	26	169	128	137
	13%	*25%*	*20%*	*11%*	*12%*	*15%*
		c	c			
FedEx	**241**	39	27	172	107	134
	12%	*15%*	*20%*	*11%*	*10%*	*14%*
			c			a
Yodel	**203**	27	36	140	109	94
	10%	*10%*	*27%*	*9%*	*10%*	*10%*
			ac			
UK Mail	**123**	21	20	82	62	61
	6%	*8%*	*15%*	*5%*	*6%*	*7%*
			ac			
Whistl (Previously known as TNT Post)	**45**	1	4	40	30	15
	2%	**%*	*3%*	*3%*	*3%*	*2%*
			a	a		
Interlink / Interlink Express / Direct	**42**	15	2	24	22	20
	2%	*6%*	*2%*	*2%*	*2%*	*2%*
		c				
APC	**41**	24	7	10	17	24
	2%	*9%*	*5%*	*1%*	*2%*	*3%*
		c	c			
DX	**37**	4	4	27	16	22
	2%	*2%*	*3%*	*2%*	*1%*	*2%*
Amazon	**30**	2	3	25	19	11
	1%	*1%*	*2%*	*2%*	*2%*	*1%*

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Tuffnels	**19**	7	2	11	7	12
	1%	*2%* c	*1%*	*1%*	*1%*	*1%*
Collect Plus	**10**	2	2	6	5	5
	***%**	*1%*	*1%*	***%*	***%*	*1%*
Secured Mail	**9**	2	*	7	*	9
	***%**	*1%*	***%*	***%*	***%*	*1%* a
Parcels to go	**9**	8	-	1	6	3
	***%**	*3%* c	-%	***%*	*1%*	***%*
Pitney Bowes	**7**	2	-	5	4	3
	***%**	*1%*	-%	***%*	***%*	***%*
Interparcel	**6**	2	-	3	6	-
	***%**	*1%*	-%	***%*	*1%* b	-%
Business Post	**5**	2	-	4	4	2
	***%**	*1%*	-%	***%*	***%*	***%*
Neo Post	**4**	-	-	4	2	2
	***%**	-%	-%	***%*	***%*	***%*
UK / British Mail	**4**	3	-	2	3	1
	***%**	*1%* c	-%	***%*	***%*	***%*
Fastway Couriers	**3**	2	-	1	3	1
	***%**	*1%* c	-%	***%*	***%*	***%*
Citipost	**3**	-	1	2	3	-
	***%**	-%	***%*	***%*	***%*	-%
DHS	**2**	-	-	2	2	-
	***%**	-%	-%	***%*	***%*	-%
Pallet Lines	**2**	2	-	-	-	2
	***%**	*1%* c	-%	-%	-%	***%*
Priority Express	**2**	2	-	*	2	*
	***%**	*1%* c	-%	***%*	***%*	***%*
Postal Sort	**2**	*	-	1	1	1
	***%**	***%*	-%	***%*	***%*	***%*
Eagle Couriers	**1**	-	-	1	*	1
	***%**	-%	-%	***%*	***%*	***%*
Euro	**1**	1	-	-	1	-
	***%**	***%* c	-%	-%	***%*	-%

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

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

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
First Post	**1**	*	-	1	1	*
	***%**	*%	-%	*%	*%	*%
Coopers Carriers	**1**	-	-	1	-	1
	***%**	-%	-%	*%	-%	*%
Legal Post	*	-	-	*	*	-
	***%**	-%	-%	*%	*%	-%
One Post	*	-	-	*	-	*
	***%**	-%	-%	*%	-%	*%
Freight - Better / Night	*	-	-	*	-	*
	***%**	-%	-%	*%	-%	*%
Local Courier	*	-	-	*	*	-
	***%**	-%	-%	*%	*%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
None	**3**	-	-	3	*	2
	***%**	-%	-%	*%	*%	*%
Don't know	**9**	-	-	9	*	9
	***%**	-%	-%	*1%*	*%	*1%*
						a
Other answers	**161**	44	5	112	102	59
	8%	*17%*	*4%*	*7%*	*10%*	*6%*
		bc			b	

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21 (continuation)
QV3. Thinking about postal services, which providers can you think of?
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2000	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	2000	179	168	152	207	177	116	119	144	237	174	198	128
Royal Mail	1670	145	134	128	162	140	102	104	127	204	150	170	103
	83%	81%	80%	84%	78%	79%	88%	88%	88%	86%	86%	86%	81%
							de	de	bde	d	d	d	
UPS	459	49	59	31	54	49	24	17	30	38	40	37	30
	23%	27%	35%	21%	26%	27%	21%	14%	21%	16%	23%	19%	24%
		gi	cfghijkl		gi	gi					g		g
DHL	458	45	44	38	58	41	35	17	23	47	32	47	31
	23%	25%	26%	25%	28%	23%	30%	15%	16%	20%	18%	24%	24%
		gh	gh	gh	ghij		ghij					g	g
DPD	422	37	48	25	43	41	29	13	39	52	34	40	21
	21%	21%	28%	17%	21%	23%	25%	11%	27%	22%	20%	20%	16%
		g	cgl		g	g	g		cgl	g	g	g	
Parcelforce	357	35	45	26	46	31	21	18	23	34	37	33	10
	18%	19%	26%	17%	22%	17%	18%	15%	16%	14%	21%	17%	7%
		l	cghikl	l	il	l	l	l	l		l	l	
TNT Express	282	38	38	20	32	21	20	11	24	24	26	15	14
	14%	21%	22%	13%	15%	12%	18%	9%	16%	10%	15%	7%	11%
		cegikl	cegikl		k		k		k		k		
Hermes	264	30	35	18	25	30	21	7	12	24	30	10	23
	13%	17%	21%	12%	12%	17%	18%	6%	9%	10%	17%	5%	18%
		ghik	cdghik	k	gk	ghk	ghik				ghik		ghik
FedEx	241	26	32	11	29	31	16	6	19	23	17	23	8
	12%	14%	19%	8%	14%	17%	14%	5%	13%	10%	10%	12%	7%
		cgl	cgijl		gl	cgijl	g		g			g	
Yodel	203	20	30	12	29	32	14	6	13	20	13	5	11
	10%	11%	18%	8%	14%	18%	12%	5%	9%	8%	8%	2%	9%
		gk	cghijkl	k	gk	cghijkl	gk		k	k	k		k
UK Mail	123	10	14	20	15	4	4	4	8	9	12	13	10
	6%	5%	8%	13%	7%	2%	4%	3%	5%	4%	7%	6%	8%
			e	aefghik	e						e		e
Whistl (Previously known as TNT Post)	45	5	1	*	12	1	2	*	5	4	1	7	7
	2%	3%	1%	*%	6%	*%	2%	*%	3%	2%	1%	3%	6%
		c			bcegij				c			ce	bcegj
Interlink / Interlink Express / Direct	42	4	6	4	6	5	3	2	4	3	-	2	2
	2%	2%	4%	3%	3%	3%	3%	2%	3%	1%	-%	1%	2%
		j	j	j	j	j	j		j				
APC	41	2	2	6	4	8	4	2	2	2	4	1	3
	2%	1%	1%	4%	2%	5%	4%	2%	2%	1%	2%	*%	2%
				ik		aik	k						
DX	37	4	2	1	4	3	1	4	1	5	6	2	3
	2%	2%	1%	1%	2%	2%	1%	3%	1%	2%	4%	1%	2%
											c		
Amazon	30	1	2	4	*	4	-	1	3	4	*	3	8
	1%	*%	1%	3%	*%	2%	-%	1%	2%	2%	*%	2%	6%
				dj		d							abdfgijk
Tuffnels	19	-	4	-	1	2	*	-	8	-	2	*	2
	1%	-%	2%	-%	*%	1%	*%	-%	5%	-%	1%	*%	2%
			aci						acdefgijk				

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 21 (continuation)

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Collect Plus	**10**	2	2	-	2	1	1	-	-	2	-	-	-
	***%**	*1%*	*1%*	*-%*	*1%*	**%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Secured Mail	**9**	2	1	-	2	*	-	-	2	1	-	2	*
	***%**	*1%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*	*1%*	**%*	*-%*	*1%*	**%*
Parcels to go	**9**	2	-	2	*	1	2	-	-	-	-	-	2
	***%**	*1%*	*-%*	*2%*	**%*	**%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
Pitney Bowes	**7**	-	-	*	-	-	-	2	1	2	*	2	*
	***%**	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*2%*	**%*	*1%*	**%*	*1%*	**%*
Interparcel	**6**	-	-	-	-	-	1	-	2	-	3	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*
Business Post	**5**	-	-	-	3	-	-	2	*	-	-	-	-
	***%**	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	**%*	*-%*	*-%*	*-%*	*-%*
Neo Post	**4**	-	-	-	*	-	-	*	2	2	*	-	*
	***%**	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*1%*	**%*	*-%*	**%*
UK / British Mail	**4**	-	-	-	-	-	-	-	-	1	4	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*2%*	*-%*	*-%*
											adk		
Fastway Couriers	**3**	*	-	*	*	1	1	-	1	1	-	1	-
	***%**	**%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	*-%*	**%*	*-%*
Citipost	**3**	-	-	-	-	1	-	-	-	-	2	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*
DHS	**2**	-	-	2	-	-	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Pallet Lines	**2**	-	-	2	-	-	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Priority Express	**2**	-	-	-	-	2	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	**2**	*	-	1	-	-	*	-	-	1	*	-	-
	***%**	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*
Eagle Couriers	**1**	-	-	-	-	-	-	-	-	1	*	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*
Euro	**1**	-	1	-	-	-	-	-	-	-	-	-	-
	***%**	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
First Post	**1**	-	-	-	-	-	-	-	-	1	-	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Coopers Carriers	**1**	-	-	-	-	-	-	-	-	1	-	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
One Post	*	-	-	-	*	-	-	-	-	-	*	-	-
	***%**	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
Freight - Better / Night	*	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*

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

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Local Courier	*	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**3**	-	-	-	*	2	-	*	1	-	-	*	-
	*%	-%	-%	-%	*%	1%	-%	*%	*%	-%	-%	*%	-%
Don't know	**9**	4	-	1	-	-	-	3	-	-	-	2	-
	*%	2%	-%	*%	-%	-%	-%	2%	-%	-%	-%	1%	-%
		di						dij					
Other answers	**161**	18	5	10	24	24	10	4	18	12	14	11	11
	8%	10%	3%	7%	12%	13%	9%	3%	12%	5%	8%	5%	9%
		bg			bgik	bcgik	bg		bgik				bg

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

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Royal Mail	**1670**	407	404	436	423
	83%	*81%*	*81%*	*87%*	*85%*
				ab	
UPS	**459**	139	127	85	108
	23%	*28%*	*25%*	*17%*	*22%*
		cd	c		
DHL	**458**	128	134	87	110
	23%	*26%*	*27%*	*17%*	*22%*
		c	c		
DPD	**422**	110	114	104	95
	21%	*22%*	*23%*	*21%*	*19%*
Parcelforce	**357**	105	98	75	80
	18%	*21%*	*20%*	*15%*	*16%*
		cd			
TNT Express	**282**	95	73	59	55
	14%	*19%*	*15%*	*12%*	*11%*
		cd			
Hermes	**264**	82	75	43	64
	13%	*16%*	*15%*	*9%*	*13%*
		c	c		c
FedEx	**241**	69	75	49	48
	12%	*14%*	*15%*	*10%*	*10%*
		cd	**cd**		
Yodel	**203**	61	74	38	29
	10%	*12%*	*15%*	*8%*	*6%*
		cd	**cd**		
UK Mail	**123**	44	23	21	35
	6%	*9%*	*5%*	*4%*	*7%*
		bc			c
Whistl (Previously known as TNT Post)	**45**	6	15	9	15
	2%	*1%*	*3%*	*2%*	*3%*
			a		a
Interlink / Interlink Express / Direct	**42**	14	14	9	5
	2%	*3%*	*3%*	*2%*	*1%*
		d	d		
APC	**41**	10	17	6	8
	2%	*2%*	*3%*	*1%*	*2%*
			c		
DX	**37**	7	8	10	11
	2%	*1%*	*2%*	*2%*	*2%*
Amazon	**30**	7	4	8	11
	1%	*1%*	*1%*	*2%*	*2%*
Tuffnels	**19**	4	3	8	5
	1%	*1%*	*1%*	*2%*	*1%*
Collect Plus	**10**	4	3	2	-
	****%***	*1%*	*1%*	**%*	*-%*
		d			

Columns Tested: a,b,c,d

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Secured Mail	**9**	2	2	2	2
	***%**	*%	*%	*%	*%
Parcels to go	**9**	4	3	-	2
	***%**	*1%*	*1%*	-%	*%
		c			
Pitney Bowes	**7**	*	-	4	2
	***%**	*%	-%	*1%*	*%
				b	
Interparcel	**6**	-	1	2	3
	***%**	-%	*%	*%	*1%*
Business Post	**5**	-	3	2	-
	***%**	-%	*1%*	*%	-%
Neo Post	**4**	-	*	4	*
	***%**	-%	*%	*1%*	*%
				a	
UK / British Mail	**4**	-	-	1	4
	***%**	-%	-%	*%	*1%*
					ab
Fastway Couriers	**3**	*	1	1	1
	***%**	*%	*%	*%	*%
Citipost	**3**	-	1	-	2
	***%**	-%	*%	-%	*%
DHS	**2**	2	-	-	-
	***%**	*%	-%	-%	-%
Pallet Lines	**2**	2	-	-	-
	***%**	*%	-%	-%	-%
Priority Express	**2**	-	2	-	-
	***%**	-%	*%	-%	-%
Postal Sort	**2**	1	*	1	*
	***%**	*%	*%	*%	*%
Eagle Couriers	**1**	-	-	1	*
	***%**	-%	-%	*%	*%
Euro	**1**	1	-	-	-
	***%**	*%	-%	-%	-%
First Post	**1**	-	-	1	*
	***%**	-%	-%	*%	*%
Coopers Carriers	**1**	-	-	1	-
	***%**	-%	-%	*%	-%
Legal Post	*	-	-	-	*
	***%**	-%	-%	-%	*%
One Post	*	-	*	-	*
	***%**	-%	*%	-%	*%
Freight - Better / Night	*	-	-	-	*
	***%**	-%	-%	-%	*%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

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

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Local Courier	*	-	-	-	*
	***%**	-%	-%	-%	*%*
MHI (Mail Handling International)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-
	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-
	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None	**3**	-	2	1	*
	***%**	-%	*%*	*%*	*%*
Don't know	**9**	4	-	3	2
	***%**	*1%*	-%	*1%*	*%*
		b			
Other answers	**161**	33	58	34	36
	8%	*7%*	*12%*	*7%*	*7%*
			acd		

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Royal Mail	**1905**	1828	50	16	12	**	77	607	427	109	41	55
	95%	*95%*	*96%*	*98%*	*99%*	**	*97%*	*96%*	*95%*	*92%*	*95%*	*92%*
DHL	**70**	66	2	1	*	**	3	7	16	6	3	11
	3%	*3%*	*4%*	*5%*	*3%*	**	*4%*	*1%*	*4%*	*5%*	*6%*	*18%*
									a	a	a	**abcd**
UPS	**59**	55	2	1	*	**	3	10	16	4	2	1
	3%	*3%*	*3%*	*8%*	*2%*	**	*4%*	*2%*	*3%*	*3%*	*5%*	*1%*
				abdf								
Hermes	**58**	58	1	-	-	**	1	27	14	4	2	*
	3%	*3%*	*1%*	*-%*	*-%*	**	*1%*	*4%*	*3%*	*4%*	*5%*	*%*
		bcf						e		e	e	
Parcelforce	**58**	56	1	1	*	**	2	23	7	6	2	4
	3%	*3%*	*2%*	*3%*	*3%*	**	*2%*	*4%*	*2%*	*5%*	*4%*	*7%*
										b		b
DPD	**57**	55	1	1	*	**	2	11	17	8	*	4
	3%	*3%*	*2%*	*5%*	*3%*	**	*3%*	*2%*	*4%*	*7%*	*%*	*7%*
				b						a		a
APC	**31**	30	1	-	*	**	1	12	6	2	2	3
	2%	*2%*	*1%*	*-%*	*3%*	**	*1%*	*2%*	*1%*	*2%*	*4%*	*5%*
					c							b
TNT Express	**30**	27	2	*	1	**	3	2	7	4	-	2
	2%	*1%*	*4%*	*1%*	*10%*	**	*4%*	*%*	*2%*	*3%*	*-%*	*3%*
			a		**abcf**		a			a		a
UK Mail	**25**	24	1	*	*	**	1	4	4	7	2	*
	1%	*1%*	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	*6%*	*5%*	*%*
										abe	**abe**	
FedEx	**25**	22	1	*	*	**	2	2	10	1	1	3
	1%	*1%*	*3%*	*3%*	*3%*	**	*3%*	*%*	*2%*	*%*	*2%*	*5%*
			a				a		a			**ac**
DX	**9**	8	*	*	*	**	1	3	*	1	*	*
	%	*%*	*1%*	*2%*	*2%*	**	*1%*	*1%*	*%*	*%*	*%*	*%*
				a			a					
Pitney Bowes	**6**	6	*	*	-	**	1	-	-	2	*	2
	%	*%*	*1%*	*1%*	*-%*	**	*1%*	*-%*	*-%*	*2%*	*%*	*3%*
										ab		**ab**
Interlink / Interlink Express / Direct	**5**	5	-	-	-	**	-	2	-	1	-	-
	%	*%*	*-%*	*-%*	*-%*	**	*-%*	*%*	*-%*	*%*	*-%*	*-%*
Interparcel	**5**	5	-	-	-	**	-	-	2	3	-	-
	%	*%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*%*	*2%*	*-%*	*-%*
										ab		
Amazon	**5**	5	-	-	-	**	-	2	3	-	-	-
	%	*%*	*-%*	*-%*	*-%*	**	*-%*	*%*	*1%*	*-%*	*-%*	*-%*
Parcels to go	**4**	4	-	-	-	**	-	2	2	-	-	-
	%	*%*	*-%*	*-%*	*-%*	**	*-%*	*%*	*%*	*-%*	*-%*	*-%*

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

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Yodel	4	4	*	*	-	**	*	2	2	-	-	*
	*%	*%	*%	1%	-%	**	*%	*%	*%	-%	-%	*%
Collect Plus	4	4	-	-	-	**	-	1	1	-	-	-
	*%	*%	-%	-%	-%	**	-%	*%	*%	-%	-%	-%
Neo Post	3	3	*	*	-	**	*	-	2	1	-	-
	*%	*%	*%	1%	-%	**	*%	-%	1%	1%	-%	-%
				a								
Priority Express	2	2	-	*	-	**	*	-	*	2	-	-
	*%	*%	-%	1%	-%	**	*%	-%	*%	1%	-%	-%
										a		
Whistl (Previously known as TNT Post)	2	2	*	-	-	**	*	-	2	-	-	*
	*%	*%	*%	-%	-%	**	*%	-%	*%	-%	-%	*%
One Post	2	2	*	-	-	**	*	-	2	*	-	-
	*%	*%	*%	-%	-%	**	*%	-%	*%	*%	-%	-%
Pallet Lines	2	2	-	-	-	**	-	2	-	-	-	-
	*%	*%	-%	-%	-%	**	-%	*%	-%	-%	-%	-%
Eagle Couriers	1	1	-	-	-	**	-	-	1	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	-%
Postal Sort	1	1	*	-	*	**	*	-	-	-	*	*
	*%	*%	*%	-%	1%	**	*%	-%	-%	-%	*%	*%
			a		a							
Fastway Couriers	1	*	*	*	-	**	*	-	*	-	*	-
	*%	*%	*%	*%	-%	**	*%	-%	*%	-%	*%	-%
Legal Post	*	*	-	-	-	**	-	-	*	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	-%
Tuffnels	*	-	*	*	-	**	*	-	-	-	-	*
	*%	-%	*%	2%	-%	**	1%	-%	-%	-%	-%	1%
			a	a			a					
Global Mailing	*	-	-	*	-	**	*	-	-	-	-	-
	*%	-%	-%	*%	-%	**	*%	-%	-%	-%	-%	-%
				a								
Local Courier	*	-	-	*	-	**	*	-	-	-	-	*
	*%	-%	-%	*%	-%	**	*%	-%	-%	-%	-%	*%
				a								
First Post	*	-	*	-	-	**	*	-	-	-	-	-
	*%	-%	*%	-%	-%	**	*%	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Wey Group International	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
None	2	2	-	-	-	**	-	-	-	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Other answers	74	70	3	1	1	**	5	13	26	3	2	4
	4%	4%	6%	6%	7%	**	6%	2%	6%	2%	4%	6%
			a				a		a			a
NET: RM Only	1575	1514	40	12	9	**	61	525	349	80	28	30
	79%	79%	77%	73%	75%	**	76%	83%	78%	68%	65%	51%
								cde	cde	e		
NET: RM and other	330	313	10	4	3	**	17	82	78	29	13	25
	17%	16%	19%	26%	23%	**	21%	13%	17%	24%	31%	42%
				a			a			a	ab	abc

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

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
NET: Provider other than RM only	**93**	91	2	*	*	**	3	25	20	9	2	4
	5%	*5%*	*4%*	*2%*	*1%*	**	*3%*	*4%*	*5%*	*8%*	*5%*	*8%*

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Royal Mail	**1905**	167	143	328	75	157	293	190	143	141	1635	89	90	91
	95%	*97%*	*94%*	*98%*	*97%*	*91%*	*94%*	*97%*	*91%*	*93%*	*95%*	*97%*	*96%*	*96%*
				efhij				e				**eh**		**eh**
DHL	**70**	3	2	17	*	6	12	6	*	16	62	4	2	1
	3%	*1%*	*1%*	*5%*	**%*	*3%*	*4%*	*3%*	**%*	*11%*	*4%*	*5%*	*2%*	*2%*
				hm			h			**abdefghjk**	h	**hm**		
										lm				
UPS	**59**	10	*	12	6	5	4	4	2	8	51	4	2	1
	3%	*6%*	**%*	*3%*	*7%*	*3%*	*1%*	*2%*	*1%*	*5%*	*3%*	*5%*	*2%*	*1%*
		bfm			**bfhm**					**bfm**		**bfm**		
Hermes	**58**	2	7	9	-	6	13	*	8	8	53	1	2	2
	3%	*1%*	*4%*	*3%*	*-%*	*3%*	*4%*	**%*	*5%*	*5%*	*3%*	*1%*	*2%*	*2%*
			g	g		g	g		**gk**	**gk**	g			
Parcelforce	**58**	5	*	6	-	4	16	4	5	9	49	2	2	5
	3%	*3%*	**%*	*2%*	*-%*	*2%*	*5%*	*2%*	*3%*	*6%*	*3%*	*2%*	*2%*	*5%*
							bc			**bcl**				b
DPD	**57**	1	2	13	2	2	14	4	5	10	53	1	*	2
	3%	**%*	*1%*	*4%*	*3%*	*1%*	*5%*	*2%*	*3%*	*7%*	*3%*	*1%*	**%*	*2%*
				l	l		**akl**	l	l	**aejklm**	l			l
APC	**31**	4	6	2	2	7	4	2	2	*	30	1	*	-
	2%	*2%*	*4%*	*1%*	*2%*	*4%*	*1%*	*1%*	*1%*	**%*	*2%*	*1%*	**%*	*-%*
		lm	**clm**		**lm**	**cijlm**					m			
TNT Express	**30**	3	3	4	-	2	9	2	2	2	27	1	3	*
	2%	*2%*	*2%*	*1%*	*-%*	*1%*	*3%*	*1%*	*1%*	*2%*	*2%*	*1%*	*3%*	*1%*
							m						m	
UK Mail	**25**	2	8	4	-	2	6	2	-	2	25	-	-	-
	1%	*1%*	*5%*	*1%*	*-%*	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*
			chjklm				**klm**				m			
FedEx	**25**	3	-	4	2	2	5	2	*	*	19	2	3	*
	1%	*2%*	*-%*	*1%*	*3%*	*1%*	*2%*	*1%*	**%*	**%*	*1%*	*3%*	*3%*	**%*
					m							m	**jm**	
DX	**9**	2	-	-	*	2	*	*	3	*	7	1	*	1
	****%***	*1%*	*-%*	*-%*	**%*	*1%*	**%*	**%*	*2%*	**%*	**%*	*1%*	**%*	*1%*
									cfjl					
Pitney Bowes	**6**	-	-	2	-	*	2	2	-	-	6	-	*	*
	****%***	*-%*	*-%*	*1%*	*-%*	**%*	*1%*	*1%*	*-%*	*-%*	**%*	*-%*	**%*	**%*
Interlink / Interlink Express / Direct	**5**	-	-	-	2	2	-	-	-	-	4	-	1	1
	****%***	*-%*	*-%*	*-%*	*3%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*1%*
					cfjk									
Interparcel	**5**	3	-	-	-	-	-	2	-	-	5	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
		cfjklm												
Amazon	**5**	-	3	-	-	-	-	2	-	-	5	-	-	-
	****%***	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
			cfjklm											

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

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Parcels to go	**4**	-	-	-	-	-	2	2	-	-	4	-	-	-
	***%**	-%	-%	-%	-%	-%	*1%*	*1%*	-%	-%	*%*	-%	-%	-%
Yodel	**4**	-	-	-	-	2	2	-	-	-	4	-	-	*
	***%**	-%	-%	-%	-%	*1%*	*1%*	-%	-%	-%	*%*	-%	-%	*%*
Collect Plus	**4**	-	-	-	-	2	-	-	-	-	2	1	1	-
	***%**	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	*%*	*1%*	*1%*	-%
						j							j	
Neo Post	**3**	-	-	*	-	-	2	-	-	-	2	1	-	-
	***%**	-%	-%	*%*	-%	-%	*1%*	-%	-%	-%	*%*	*1%*	-%	-%
												j		
Priority Express	**2**	-	-	-	-	-	-	2	-	-	2	-	1	-
	***%**	-%	-%	-%	-%	-%	-%	*1%*	-%	-%	*%*	-%	*1%*	-%
								j						
Whistl (Previously known as TNT Post)	**2**	2	-	-	-	-	-	*	-	-	2	-	-	-
	***%**	*1%*	-%	-%	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	-%
		j												
One Post	**2**	-	*	2	-	-	-	-	-	-	2	-	-	-
	***%**	-%	*%*	*1%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Pallet Lines	**2**	2	-	-	-	-	-	-	-	-	2	-	-	-
	***%**	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
		j												
Eagle Couriers	**1**	-	-	-	-	-	-	-	-	-	-	1	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
												j		
Postal Sort	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Fastway Couriers	**1**	-	-	-	-	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
Legal Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%*	-%	-%
												j		
Tuffnels	*	*	-	-	-	-	-	-	*	-	*	-	-	-
	***%**	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	-%	-%
Global Mailing	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	***%**	-%	-%	*%*	-%	-%	-%	-%	-%	-%	*%*	-%	-%	-%
Local Courier	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%*	-%	-%
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	***-%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**2**	2	-	-	-	-	-	-	-	-	2	-	-	-
	***%**	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
		j												
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**74**	12	4	7	2	8	11	4	10	9	67	2	2	3
	4%	*7%*	*3%*	*2%*	*3%*	*5%*	*4%*	*2%*	*7%*	*6%*	*4%*	*2%*	*2%*	*3%*
		cgkl							**ckl**	**ck**				
NET: RM Only	**1575**	129	119	271	65	135	230	164	125	104	1341	74	80	80
	79%	*75%*	*78%*	*81%*	*85%*	*78%*	*74%*	*84%*	*80%*	*69%*	*78%*	*80%*	*86%*	*84%*
				i	i			**fi**			i	i	**afij**	**afij**

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

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QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
NET: RM and other	**330**	38	24	57	10	22	63	26	18	37	294	15	10	11
	17%	*22%*	*16%*	*17%*	*13%*	*13%*	*20%*	*13%*	*11%*	*25%*	*17%*	*17%*	*10%*	*12%*
		hlm		l			**hlm**			**eghjlm**	**lm**	l		
NET: Provider other than RM only	**93**	3	9	6	2	15	18	6	14	10	83	3	4	4
	5%	*2%*	*6%*	*2%*	*3%*	*9%*	*6%*	*3%*	*9%*	*7%*	*5%*	*3%*	*4%*	*4%*
						acgkm	c		**ackm**	c	c			

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Royal Mail	**1905**	197	116	305	**	135	327	163	150	165	1622	96	96	91
	95%	*96%*	*94%*	*97%*	**	*90%*	*96%*	*96%*	*93%*	*94%*	*95%*	*97%*	*96%*	*96%*
				eh			e	e			e	e	e	e
DHL	**70**	2	2	17	**	4	14	4	*	16	62	4	2	1
	3%	*1%*	*1%*	*6%*	**	*2%*	*4%*	*2%*	*%*	*9%*	*4%*	*4%*	*2%*	*2%*
				ahlm	h		h			**abefghjlm**	h	h		
UPS	**59**	10	3	13	**	4	5	2	*	8	51	4	2	1
	3%	*5%*	*2%*	*4%*	**	*3%*	*1%*	*1%*	*%*	*5%*	*3%*	*4%*	*2%*	*1%*
		fhm		**fhm**	**fghjlm**					**fhm**		**fhm**		
Hermes	**58**	4	5	11	**	6	11	*	8	8	53	1	2	2
	3%	*2%*	*4%*	*3%*	**	*4%*	*3%*	*%*	*5%*	*4%*	*3%*	*1%*	*2%*	*2%*
			g	g		g	g		**gk**	g	g			
Parcelforce	**58**	7	*	10	**	4	13	4	3	9	49	2	2	5
	3%	*3%*	*%*	*3%*	**	*2%*	*4%*	*2%*	*2%*	*5%*	*3%*	*2%*	*2%*	*5%*
										b				
DPD	**57**	1	2	9	**	2	16	6	5	10	53	1	*	2
	3%	*%*	*2%*	*3%*	**	*1%*	*5%*	*4%*	*3%*	*6%*	*3%*	*1%*	*%*	*2%*
				l	l		**akl**	l	l	**akl**	l			l
APC	**31**	6	6	2	**	7	2	2	2	*	30	1	*	*
	2%	*3%*	*5%*	*1%*	**	*5%*	*1%*	*1%*	*1%*	*%*	*2%*	*1%*	*%*	*%*
		lm	**cfilm**		**lm**	**cfijklm**					**lm**			
TNT Express	**30**	1	3	5	**	2	9	2	2	2	27	1	3	*
	2%	*%*	*2%*	*2%*	**	*1%*	*3%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*	*1%*
UK Mail	**25**	2	8	4	**	2	6	2	-	2	25	-	-	-
	1%	*1%*	*6%*	*1%*	**	*1%*	*2%*	*1%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*
			acfghijk				**klm**				m			
			lm											
FedEx	**25**	3	-	8	**	2	2	2	-	*	19	2	3	*
	1%	*1%*	*-%*	*3%*	**	*1%*	*1%*	*1%*	*-%*	*%*	*1%*	*2%*	*3%*	*%*
				m	m							m	**fijm**	
DX	**9**	2	-	-	**	2	*	*	3	*	7	1	*	1
	%	*1%*	*-%*	*-%*	**	*1%*	*%*	*%*	*2%*	*%*	*%*	*1%*	*%*	*1%*
									cf					
Pitney Bowes	**6**	-	-	2	**	*	2	2	-	-	6	-	*	*
	%	*-%*	*-%*	*1%*	**	*%*	*1%*	*1%*	*-%*	*-%*	*%*	*-%*	*%*	*%*
Interlink / Interlink Express / Direct	**5**	-	-	-	**	2	-	-	-	-	2	2	1	1
	%	*-%*	*-%*	*-%*	**	*1%*	*-%*	*-%*	*-%*	*-%*	*%*	*2%*	*1%*	*1%*
						j						**cfj**		
Interparcel	**5**	3	-	-	**	-	-	2	-	-	5	-	-	-
	%	*1%*	*-%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
		j												
Amazon	**5**	3	-	-	**	-	-	2	-	-	5	-	-	-
	%	*1%*	*-%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
		j												
Parcels to go	**4**	-	-	-	**	-	2	2	-	-	4	-	-	-
	%	*-%*	*-%*	*-%*	**	*-%*	*1%*	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*

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

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QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	2000	205	124	313	66	150	342	170	161	175	1707	99	100	94
Yodel	4	-	-	2	**	2	-	-	-	-	4	-	-	*
	*%	-%	-%	1%	**	1%	-%	-%	-%	-%	*%	-%	-%	*%
Collect Plus	4	-	-	-	**	2	-	-	-	-	2	1	1	-
	*%	-%	-%	-%	**	1%	-%	-%	-%	-%	*%	1%	1%	-%
						j							j	
Neo Post	3	-	-	*	**	-	2	-	-	-	2	1	-	-
	*%	-%	-%	*%	**	-%	1%	-%	-%	-%	*%	1%	-%	-%
												j		
Priority Express	2	-	-	-	**	-	-	2	-	-	2	-	1	-
	*%	-%	-%	-%	**	-%	-%	1%	-%	-%	*%	-%	1%	-%
								j						
Whistl (Previously known as TNT Post)	2	2	-	-	**	-	-	*	-	-	2	-	-	-
	*%	1%	-%	-%	**	-%	-%	*%	-%	-%	*%	-%	-%	-%
		j												
One Post	2	*	-	2	**	-	-	-	-	-	2	-	-	-
	*%	*%	-%	1%	**	-%	-%	-%	-%	-%	*%	-%	-%	-%
Pallet Lines	2	2	-	-	**	-	-	-	-	-	2	-	-	-
	*%	1%	-%	-%	**	-%	-%	-%	-%	-%	*%	-%	-%	-%
		j												
Eagle Couriers	1	-	-	-	**	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	1%	-%	-%
												j		
Postal Sort	1	-	-	-	**	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	1%
														j
Fastway Couriers	1	-	-	-	**	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	1%
														j
Legal Post	*	-	-	-	**	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*%	-%	-%
												j		
Tuffnels	*	*	-	-	**	-	-	-	*	-	*	-	-	-
	*%	*%	-%	-%	**	-%	-%	-%	*%	-%	*%	-%	-%	-%
Global Mailing	*	-	-	*	**	-	-	-	-	-	*	-	-	-
	*%	-%	-%	*%	**	-%	-%	-%	-%	-%	*%	-%	-%	-%
Local Courier	*	-	-	-	**	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	*%	-%
First Post	*	-	-	-	**	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Lynx	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**2**	2	-	-	**	-	-	-	-	-	2	-	-	-
	***%**	*1%*	-%	-%	**	-%	-%	-%	-%	-%	**%*	-%	-%	-%
		j												
Don't know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**74**	12	4	9	**	6	7	4	12	9	65	4	2	3
	4%	*6%*	*4%*	*3%*	**	*4%*	*2%*	*2%*	*7%*	*5%*	*4%*	*4%*	*2%*	*3%*
		f							**cfl**					
NET: RM Only	**1575**	156	94	249	**	115	263	139	133	128	1333	76	87	79
	79%	*76%*	*76%*	*79%*	**	*77%*	*77%*	*82%*	*82%*	*73%*	*78%*	*77%*	*86%*	*84%*
													abcefijk	**afijk**
NET: RM and other	**330**	41	22	56	**	20	64	24	17	37	290	19	10	11
	17%	*20%*	*18%*	*18%*	**	*13%*	*19%*	*14%*	*11%*	*21%*	*17%*	*20%*	*10%*	*12%*
		hlm	**l**	**l**			**lm**			**hlm**	**lm**	**hlm**		

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

Produced by OLR
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QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
NET: Provider other than RM only	**93**	6	8	8	**	15	15	6	12	10	83	3	4	4
	5%	*3%*	*6%*	*3%*	**	*10%*	*4%*	*4%*	*7%*	*6%*	*5%*	*3%*	*4%*	*4%*
						acfgjklm			c					

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Royal Mail	1905	**	183	**	154	544	77	82	777	1529	375	1732	173	1800	105
	95%	**	86%	**	97%	94%	99%	99%	97%	95%	98%	95%	95%	95%	94%
		b			b	b	be	b	be		a				
DHL	70	**	14	**	4	31	-	-	17	58	12	69	1	69	1
	3%	**	7%	**	3%	5%	-%	-%	2%	4%	3%	4%	*%	4%	*%
			fgh	fgh		fgh						b			
UPS	59	**	7	**	3	35	-	-	13	55	4	50	9	58	1
	3%	**	3%	**	2%	6%	-%	-%	2%	3%	1%	3%	5%	3%	1%
						dfgh				b					
Hermes	58	**	2	**	2	40	*	*	11	52	6	56	2	58	-
	3%	**	1%	**	2%	7%	1%	*%	1%	3%	2%	3%	1%	3%	-%
				bgh		bdfgh									
Parcelforce	58	**	14	**	2	21	*	2	18	51	7	52	6	54	4
	3%	**	6%	**	1%	4%	*%	2%	2%	3%	2%	3%	3%	3%	3%
			dfh												
DPD	57	**	10	**	1	37	-	-	7	48	9	51	6	56	*
	3%	**	5%	**	*%	6%	-%	-%	1%	3%	2%	3%	3%	3%	*%
			dfgh			dfgh									
APC	31	**	10	**	1	14	-	*	6	29	2	31	*	31	-
	2%	**	5%	**	*%	2%	-%	*%	1%	2%	1%	2%	*%	2%	-%
			dfh			h									
TNT Express	30	**	8	**	2	16	-	-	3	25	6	30	*	28	3
	2%	**	4%	**	1%	3%	-%	-%	*%	2%	2%	2%	*%	1%	3%
			h			h									
UK Mail	25	**	4	**	*	19	-	-	2	23	2	25	-	25	-
	1%	**	2%	**	*%	3%	-%	-%	*%	1%	1%	1%	-%	1%	-%
			h			dh									
FedEx	25	**	10	**	*	8	*	-	6	22	3	24	1	25	-
	1%	**	5%	**	*%	1%	*%	-%	1%	1%	1%	1%	*%	1%	-%
			defgh												
DX	9	**	3	**	-	4	-	-	3	9	1	6	3	9	-
	*%	**	1%	**	-%	1%	-%	-%	*%	1%	*%	*%	2%	*%	-%
													a		
Pitney Bowes	6	**	*	**	2	2	-	-	2	4	2	6	*	6	-
	*%	**	*%	**	1%	*%	-%	-%	*%	*%	1%	*%	*%	*%	-%
Interlink / Interlink Express / Direct	5	**	2	**	-	2	-	-	-	2	3	3	2	5	-
	*%	**	1%	**	-%	*%	-%	-%	-%	*%	1%	*%	1%	*%	-%
		h	h	h							a		a		
Interparcel	5	**	5	**	-	-	-	-	-	3	2	5	-	5	-
	*%	**	2%	**	-%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%
			eh												
Amazon	5	**	-	**	-	5	-	-	-	5	-	5	-	5	-
	*%	**	-%	**	-%	1%	-%	-%	-%	*%	-%	*%	-%	*%	-%
						h									

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

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QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Parcels to go	4	**	-	**	-	4	-	-	-	4	-	2	2	4	-
	*%	**	-%	**	-%	*1%*	-%	-%	-%	*%	-%	*%	*1%*	*%	-%
						h							a		
Yodel	4	**	-	**	-	4	-	-	-	4	*	4	*	4	-
	*%	**	-%	**	-%	*1%*	-%	-%	-%	*%	*%	*%	*%	*%	-%
						h									
Collect Plus	4	**	-	**	-	3	1	1	-	3	1	3	1	4	-
	*%	**	-%	**	-%	*%	*1%*	*1%*	-%	*%	*%	*%	*%	*%	-%
							h	h							
Neo Post	3	**	-	**	1	2	-	-	1	3	*	3	*	3	-
	*%	**	-%	**	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%
Priority Express	2	**	-	**	-	-	-	-	2	2	-	2	*	2	-
	*%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	2	**	2	**	-	-	-	-	-	*	2	2	-	2	-
	*%	**	*1%*	**	-%	-%	-%	-%	-%	*%	*1%*	*%	-%	*%	-%
			eh								a				
One Post	2	**	-	**	*	2	-	-	-	2	-	2	-	2	-
	*%	**	-%	**	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%
Pallet Lines	2	**	-	**	-	2	-	-	-	-	2	2	-	2	-
	*%	**	-%	**	-%	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%
											a				
Eagle Couriers	1	**	-	**	-	-	-	-	1	1	-	1	-	1	-
	*%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Postal Sort	1	**	-	**	*	-	*	1	*	1	*	*	1	1	-
	*%	**	-%	**	*%	-%	*%	*1%*	*%	*%	*%	*%	*%	*%	-%
								h					a		
Fastway Couriers	1	**	*	**	*	*	-	-	-	*	*	1	-	1	-
	*%	**	*%	**	*%	*%	-%	-%	-%	*%	*%	*%	-%	*%	-%
Legal Post	*	**	-	**	-	-	-	-	*	*	-	*	-	*	-
	*%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Tuffnels	*	**	*	**	*	-	-	-	-	*	*	*	-	*	-
	*%	**	*%	**	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%
Global Mailing	*	**	-	**	-	-	-	-	*	*	-	*	-	*	-
	*%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Local Courier	*	**	*	**	-	-	-	-	-	*	-	*	-	*	-
	*%	**	*%	**	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%
First Post	*	**	-	**	-	-	-	*	-	*	-	*	-	*	-
	*%	**	-%	**	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Secured Mail	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Lynx	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	**	-	**	-	-	-	-	2	2	-	2	-	-	2
	*%	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%	2%
															a
Don't know	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	74	**	20	**	6	26	*	2	18	59	15	67	8	73	2
	4%	**	9%	**	4%	5%	*%	3%	2%	4%	4%	4%	4%	4%	2%
			adefh			fh									
NET: RM Only	1575	**	122	**	138	385	76	77	698	1255	320	1422	153	1475	100
	79%	**	57%	**	86%	67%	98%	93%	87%	78%	83%	78%	84%	78%	89%
		bce		b	be	b	bcdeh	be	be		a		a		a

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

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
NET: RM and other	**330**	**	61	**	16	159	1	5	79	274	56	310	20	325	5
	17%	**	*29%*	**	*10%*	*28%*	*1%*	*6%*	*10%*	*17%*	*15%*	*17%*	*11%*	*17%*	*5%*
			acdfgh	f	f	**acdfgh**			f			b		b	
NET: Provider other than RM only	**93**	**	30	**	5	34	1	1	20	85	8	84	9	88	5
	5%	**	*14%*	**	*3%*	*6%*	*1%*	*1%*	*2%*	*5%*	*2%*	*5%*	*5%*	*5%*	*5%*
			adefgh			**fh**				b					

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Royal Mail	1905	1126	317	431	1535	317	45	**	**	**	**	**	1852	53	735	801	370
	95%	96%	97%	93%	96%	92%	95%	**	**	**	**	**	95%	95%	97%	95%	92%
		c	c		b								b		bc	c	
DHL	70	36	15	19	43	20	6	**	**	**	**	**	63	6	5	38	26
	3%	3%	4%	4%	3%	6%	12%	**	**	**	**	**	3%	11%	1%	5%	7%
						ai	ai							ai		a	a
UPS	59	21	13	25	28	21	6	**	**	**	**	**	49	10	6	22	31
	3%	2%	4%	5%	2%	6%	12%	**	**	**	**	**	3%	17%	1%	3%	8%
			a	a		ai	ai							abi		a	ab
Hermes	58	22	10	27	36	15	6	**	**	**	**	**	51	7	8	28	22
	3%	2%	3%	6%	2%	4%	12%	**	**	**	**	**	3%	13%	1%	3%	6%
				a		a	abi							abi		a	ab
Parcelforce	58	20	11	27	32	23	2	**	**	**	**	**	55	3	13	19	26
	3%	2%	3%	6%	2%	7%	4%	**	**	**	**	**	3%	5%	2%	2%	6%
				a		ai								a			ab
DPD	57	10	8	37	25	20	11	**	**	**	**	**	45	12	6	19	32
	3%	1%	3%	8%	2%	6%	24%	**	**	**	**	**	2%	21%	1%	2%	8%
			a	ab		ai	abi							abi		a	ab
APC	31	9	7	14	10	18	2	**	**	**	**	**	29	2	3	8	21
	2%	1%	2%	3%	1%	5%	5%	**	**	**	**	**	1%	4%	*%	1%	5%
			a	a		ai	ai						a	a			ab
TNT Express	30	8	4	16	9	13	8	**	**	**	**	**	22	9	2	7	22
	2%	1%	1%	4%	1%	4%	18%	**	**	**	**	**	1%	16%	*%	1%	5%
				a		ai	abi							abi			ab
UK Mail	25	6	6	14	4	16	4	**	**	**	**	**	20	6	-	4	22
	1%	1%	2%	3%	*%	5%	8%	**	**	**	**	**	1%	10%	-%	*%	5%
			a	a		ai	ai						a	abi			ab
FedEx	25	9	5	10	10	13	2	**	**	**	**	**	23	2	-	10	15
	1%	1%	2%	2%	1%	4%	3%	**	**	**	**	**	1%	3%	-%	1%	4%
				a		ai	a							a		a	ab
DX	9	2	3	4	7	2	1	**	**	**	**	**	9	1	-	7	3
	*%	*%	1%	1%	*%	1%	1%	**	**	**	**	**	*%	1%	-%	1%	1%
			a	a												a	a
Pitney Bowes	6	6	-	*	6	*	-	**	**	**	**	**	6	-	*	6	*
	*%	1%	-%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	*%	1%	*%
																a	
Interlink / Interlink Express / Direct	5	2	1	2	2	2	-	**	**	**	**	**	5	-	2	1	2
	*%	*%	*%	*%	*%	1%	-%	**	**	**	**	**	*%	-%	*%	*%	1%
						a											
Interparcel	5	-	-	5	2	3	-	**	**	**	**	**	5	-	-	2	3
	*%	-%	-%	1%	*%	1%	-%	**	**	**	**	**	*%	-%	-%	*%	1%
				a		a											a
Amazon	5	-	-	5	3	-	2	**	**	**	**	**	3	2	-	3	2
	*%	-%	-%	1%	*%	-%	4%	**	**	**	**	**	*%	3%	-%	*%	*%
				a			abi							abi			

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Parcels to go	4	-	2	2	4	-	-	**	**	**	**	**	4	-	-	4	-
	*%	-%	1%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	1%	-%
			a	a													
Yodel	4	-	-	4	2	-	2	**	**	**	**	**	2	2	2	-	2
	*%	-%	-%	1%	*%	-%	4%	**	**	**	**	**	*%	3%	*%	-%	*%
				a			abi							abi			b
Collect Plus	4	3	1	-	4	-	-	**	**	**	**	**	4	-	1	3	-
	*%	*%	*%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	*%	-%
Neo Post	3	1	-	3	3	1	-	**	**	**	**	**	3	-	-	3	1
	*%	*%	-%	1%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
Priority Express	2	2	-	*	2	*	-	**	**	**	**	**	2	-	-	2	*
	*%	*%	-%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
Whistl (Previously known as TNT Post)	2	2	-	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	*%	*%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
One Post	2	*	-	2	*	2	-	**	**	**	**	**	2	-	*	-	2
	*%	*%	-%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	*%	-%	*%
						a											
Pallet Lines	2	-	2	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	*%	-%	1%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
			a														
Eagle Couriers	1	1	-	*	1	-	*	**	**	**	**	**	1	*	1	-	*
	*%	*%	-%	*%	*%	-%	1%	**	**	**	**	**	*%	1%	*%	-%	*%
							abi							ai			
Postal Sort	1	*	1	*	*	1	-	**	**	**	**	**	1	-	-	*	1
	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
Fastway Couriers	1	1	-	-	*	1	-	**	**	**	**	**	1	-	-	*	1
	*%	*%	-%	-%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
Legal Post	*	-	*	-	-	*	-	**	**	**	**	**	*	-	-	-	*
	*%	-%	*%	-%	-%	*%	-%	**	**	**	**	**	*%	-%	-%	-%	*%
Tuffnels	*	*	-	*	-	*	-	**	**	**	**	**	*	*	-	-	*
	*%	*%	-%	*%	-%	*%	-%	**	**	**	**	**	*%	*%	-%	-%	*%
														ai			
Global Mailing	*	-	-	*	-	*	-	**	**	**	**	**	*	-	-	-	*
	*%	-%	-%	*%	-%	*%	-%	**	**	**	**	**	*%	-%	-%	-%	*%
Local Courier	*	-	-	-	*	-	-	**	**	**	**	**	*	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
First Post	*	-	-	*	*	-	-	**	**	**	**	**	*	-	-	*	-
	*%	-%	-%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
Secured Mail	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%

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

Produced by OLR
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Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Lynx	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
None	2	-	-	-	2	-	-	**	**	**	**	**	2	-	2	-	-
	*%	-%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	-%	-%
Don't know	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Other answers	74	37	12	23	41	28	5	**	**	**	**	**	69	5	4	36	34
	4%	3%	4%	5%	3%	8%	10%	**	**	**	**	**	4%	10%	1%	4%	8%
						ai	ai							ai		a	ab
NET: RM Only	1575	1004	250	294	1363	191	19	**	**	**	**	**	1554	21	703	660	211
	79%	85%	77%	64%	85%	55%	39%	**	**	**	**	**	80%	37%	93%	78%	53%
		bc	c		bcij	cj							bcj		bc	c	
NET: RM and other	330	122	67	137	172	126	27	**	**	**	**	**	298	32	31	141	158
	17%	10%	20%	30%	11%	36%	56%	**	**	**	**	**	15%	58%	4%	17%	39%
			a	ab		ai	abi						a	abi		a	ab

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

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
NET: Provider other than RM only	**93**	50	9	32	62	29	2	**	**	**	**	**	91	3	18	44	31
	5%	*4%*	*3%*	*7%*	*4%*	*8%*	*5%*	**	**	**	**	**	*5%*	*5%*	*2%*	*5%*	*8%*
				ab		**ai**										a	**ab**

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

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Royal Mail	**1905**	1339	840	1456	678	480	1135	1330	68	**	**	**	**	**	653	**	**	**	**	**	**	**
	95%	*97%*	*97%*	*97%*	*92%*	*97%*	*96%*	*97%*	*96%*	**	**	**	**	**	*92%*	**	**	**	**	**	**	**
		d	d	d		d	d															
DHL	**70**	42	39	50	57	20	45	44	4	**	**	**	**	**	51	**	**	**	**	**	**	**
	3%	*3%*	*5%*	*3%*	*8%*	*4%*	*4%*	*3%*	*6%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
			a		**abcef**																	
UPS	**59**	32	32	38	45	19	45	34	2	**	**	**	**	**	41	**	**	**	**	**	**	**
	3%	*2%*	*4%*	*3%*	*6%*	*4%*	*4%*	*2%*	*3%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
			a		**abcef**		a				**abc**											
Hermes	**58**	31	29	43	45	14	42	38	2	**	**	**	**	**	43	**	**	**	**	**	**	**
	3%	*2%*	*3%*	*3%*	*6%*	*3%*	*4%*	*3%*	*3%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
					abcef		a				**abc**											
Parcelforce	**58**	36	33	46	55	17	33	45	*	**	**	**	**	**	53	**	**	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*7%*	*3%*	*3%*	*3%*	*%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
					abcef																	
DPD	**57**	30	38	40	46	13	40	37	-	**	**	**	**	**	42	**	**	**	**	**	**	**
	3%	*2%*	*4%*	*3%*	*6%*	*3%*	*3%*	*3%*	*-%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
			ac		**acef**					b												
APC	**31**	18	18	23	29	9	21	23	-	**	**	**	**	**	28	**	**	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*4%*	*2%*	*2%*	*2%*	*-%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
					abcef																	
TNT Express	**30**	14	20	20	26	14	24	19	1	**	**	**	**	**	24	**	**	**	**	**	**	**
	2%	*1%*	*2%*	*1%*	*4%*	*3%*	*2%*	*1%*	*1%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
			a		**acf**	**ac**	a															
UK Mail	**25**	14	16	20	25	8	18	16	2	**	**	**	**	**	22	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*1%*	*3%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
					abcef						**ac**											
FedEx	**25**	15	11	15	17	3	18	14	*	**	**	**	**	**	15	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
					ace																	
DX	**9**	6	5	6	8	1	8	5	1	**	**	**	**	**	8	**	**	**	**	**	**	**
	%	*%*	*1%*	*%*	*1%*	*%*	*1%*	*%*	*1%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					e																	
Pitney Bowes	**6**	1	*	1	2	2	4	*	*	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
						ac	c															
Interlink / Interlink Express / Direct	**5**	5	3	5	2	1	5	4	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Interparcel	**5**	2	2	2	5	2	5	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
					ac																	
Amazon	**5**	3	2	5	2	-	2	5	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Parcels to go	**4**	4	-	4	4	-	2	4	-	**	**	**	**	**	4	**	**	**	**	**	**	**
	%	*%*	*-%*	*%*	*1%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					b																	

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Yodel	**4**	2	2	2	2	2	4	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Collect Plus	**4**	2	3	4	3	3	3	4	-	**	**	**	**	**	3	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*1%*	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Neo Post	**3**	3	3	3	3	2	1	3	1	**	**	**	**	**	3	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	*1%*	**	**	**	**	**	*%	**	**	**	**	**	**	**
Priority Express	**2**	1	1	1	1	-	2	1	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**2**	2	2	2	2	-	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
One Post	**2**	2	-	2	2	2	2	*	2	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*%	-%	*%	*%	*%	*%	*%	*2%* a	**	**	**	**	**	*%	**	**	**	**	**	**	**
Pallet Lines	**2**	2	2	2	2	2	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Eagle Couriers	**1**	1	*	1	*	*	*	1	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Postal Sort	**1**	1	1	1	-	*	1	1	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fastway Couriers	**1**	*	*	*	1	*	1	*	*	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	*%*	**	**	**	**	**	*%	**	**	**	**	**	**	**
Legal Post	*	*	*	*	*	-	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Tuffnels	*	*	*	*	*	*	*	-	*	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	-%	*%* a	**	** a	**	**	**	*%	**	**	**	**	**	**	**
Global Mailing	*	*	*	*	*	*	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Local Courier	*	-	-	-	*	-	-	-	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
First Post	*	*	*	*	-	*	*	*	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Secured Mail	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
ENC	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fast Track	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Euro	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
UK / British Mail	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Business Post	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
AJG Parcels	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcel Line	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
DHS	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**2**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	**74**	59	43	61	53	22	43	59	1	**	**	**	**	**	50	**	**	**	**	**	**	**
	4%	*4%*	*5%*	*4%*	*7%*	*4%*	*4%*	*4%*	*1%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
					abcef																	
NET: RM Only	**1575**	1120	628	1192	401	375	902	1087	61	**	**	**	**	**	394	**	**	**	**	**	**	**
	79%	*81%*	*73%*	*79%*	*55%*	*76%*	*76%*	*79%*	*87%*	**	**	**	**	**	*56%*	**	**	**	**	**	**	**
		bdef	d	**bd**		d	d		d													
NET: RM and other	**330**	219	211	264	277	105	234	244	7	**	**	**	**	**	260	**	**	**	**	**	**	**
	17%	*16%*	*24%*	*18%*	*38%*	*21%*	*20%*	*18%*	*10%*	**	**	**	**	**	*37%*	**	**	**	**	**	**	**
			acf		**abcef**	a	a	b		b	b											
NET: Provider other than RM only	**93**	42	23	45	57	16	45	42	3	**	**	**	**	**	53	**	**	**	**	**	**	**
	5%	*3%*	*3%*	*3%*	*8%*	*3%*	*4%*	*3%*	*4%*	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
					abcef																	

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

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Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Royal Mail	**1905**	459	379	410	193	**	244	145	162	123	**	443	**	201	1772	133
	95%	*96%*	*98%*	*98%*	*96%*	**	*96%*	*91%*	*93%*	*90%*	**	*91%*	**	*100%*	*100%*	*59%*
							bd					b		**ab**	b	
DHL	**70**	10	11	22	5	**	24	9	13	7	**	39	**	16	40	30
	3%	*2%*	*3%*	*5%*	*3%*	**	*9%*	*5%*	*8%*	*5%*	**	*8%*	**	*8%*	*2%*	*13%*
				a												a
UPS	**59**	9	5	21	3	**	15	3	16	11	**	37	**	8	37	22
	3%	*2%*	*1%*	*5%*	*2%*	**	*6%*	*2%*	*9%*	*8%*	**	*7%*	**	*4%*	*2%*	*10%*
				abd					b	b						a
Hermes	**58**	11	7	11	14	**	19	7	9	10	**	38	**	5	38	21
	3%	*2%*	*2%*	*3%*	*7%*	**	*8%*	*4%*	*5%*	*7%*	**	*8%*	**	*2%*	*2%*	*9%*
					abc							c				a
Parcelforce	**58**	16	8	10	12	**	25	12	8	10	**	37	**	15	38	20
	3%	*3%*	*2%*	*2%*	*6%*	**	*10%*	*7%*	*5%*	*8%*	**	*7%*	**	*7%*	*2%*	*9%*
					bc											a
DPD	**57**	5	4	18	14	**	4	2	16	21	**	40	**	3	20	36
	3%	*1%*	*1%*	*4%*	*7%*	**	*2%*	*2%*	*9%*	*15%*	**	*8%*	**	*2%*	*1%*	*16%*
				ab	**ab**				**ab**	**ab**		c	c			a
APC	**31**	6	4	13	1	**	4	3	16	6	**	29	**	-	13	18
	2%	*1%*	*1%*	*3%*	*1%*	**	*2%*	*2%*	*9%*	*4%*	**	*6%*	**	*-%*	*1%*	*8%*
				bd					**ab**			c				a
TNT Express	**30**	2	8	6	3	**	2	9	5	9	**	24	**	1	12	18
	2%	**%*	*2%*	*2%*	*2%*	**	*1%*	*6%*	*3%*	*7%*	**	*5%*	**	*1%*	*1%*	*8%*
			a					a		a		c				a
UK Mail	**25**	2	4	4	8	**	4	2	4	15	**	23	**	*	10	15
	1%	**%*	*1%*	*1%*	*4%*	**	*2%*	*1%*	*2%*	*11%*	**	*5%*	**	**%*	*1%*	*7%*
					abc					**abc**		c	c			a
FedEx	**25**	1	2	7	4	**	*	3	9	5	**	17	**	*	12	13
	1%	**%*	*1%*	*2%*	*2%*	**	**%*	*2%*	*5%*	*3%*	**	*3%*	**	**%*	*1%*	*6%*
				a	a				a	a		c				a
DX	**9**	2	-	2	2	**	2	*	5	*	**	3	**	1	1	8
	****%***	**%*	*-%*	**%*	*1%*	**	*1%*	**%*	*3%*	**%*	**	*1%*	**	**%*	**%*	*4%*
					b				b				**ac**			a
Pitney Bowes	**6**	*	-	*	*	**	2	-	-	-	**	*	**	-	*	6
	****%***	**%*	*-%*	**%*	**%*	**	*1%*	*-%*	*-%*	*-%*	**	**%*	**	*-%*	**%*	*3%*
													ac			a
Interlink / Interlink Express / Direct	**5**	-	1	4	-	**	-	-	2	-	**	2	**	-	3	2
	****%***	*-%*	**%*	*1%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	**	*1%*	**	*-%*	**%*	*1%*
Interparcel	**5**	-	-	2	-	**	-	-	2	-	**	5	**	-	-	5
	****%***	*-%*	*-%*	**%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	**	*1%*	**	*-%*	*-%*	*2%*
																a

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Amazon	5	-	3	2	-	**	-	-	2	-	**	2	**	-	2	3
	*%	-%	1%	*%	-%	**	-%	-%	1%	-%	**	*%	**	-%	*%	1% a
Parcels to go	4	2	-	2	-	**	2	2	-	-	**	4	**	-	2	2
	*%	*%	-%	1%	-%	**	1%	1%	-%	-%	**	1%	**	-%	*%	1% a
Yodel	4	2	-	-	*	**	2	-	-	*	**	*	**	2	2	2
	*%	*%	-%	-%	*%	**	1%	-%	-%	*%	**	*%	**	1%	*%	1% a
Collect Plus	4	3	-	1	-	**	3	1	-	-	**	3	**	1	3	1
	*%	1%	-%	*%	-%	**	1%	*%	-%	-%	**	1%	**	*%	*%	*%
Neo Post	3	*	1	2	1	**	1	-	2	-	**	2	**	1	1	3
	*%	*%	*%	*%	*%	**	*%	-%	1%	-%	**	*%	**	*%	*%	1% a
Priority Express	2	-	-	*	*	**	-	1	-	-	**	-	**	1	2	-
	*%	-%	-%	*%	*%	**	-%	*%	-%	-%	**	-%	**	*%	*%	-%
Whistl (Previously known as TNT Post)	2	-	-	2	-	**	2	*	-	-	**	2	**	-	2	*
	*%	-%	-%	1%	-%	**	1%	*%	-%	-%	**	*%	**	-%	*%	*%
One Post	2	*	-	2	-	**	-	-	-	2	**	2	**	-	*	2
	*%	*%	-%	*%	-%	**	-%	-%	-%	1%	**	*%	**	-%	*%	1% a
Pallet Lines	2	-	-	2	-	**	-	-	-	2	**	2	**	-	-	2
	*%	-%	-%	*%	-%	**	-%	-%	-%	1%	**	*%	**	-%	-%	1% a
Eagle Couriers	1	1	-	-	-	**	*	-	-	-	**	*	**	-	1	-
	*%	*%	-%	-%	-%	**	*%	-%	-%	-%	**	*%	**	-%	*%	-%
Postal Sort	1	*	-	1	*	**	-	-	-	-	**	-	**	-	-	1
	*%	*%	-%	*%	*%	**	-%	-%	-%	-%	**	-%	**	-%	-%	*% a
Fastway Couriers	1	-	*	-	*	**	-	*	*	-	**	*	**	*	*	*
	*%	-%	*%	-%	*%	**	-%	*%	*%	-%	**	*%	**	*%	*%	*%
Legal Post	*	-	-	-	*	**	-	-	*	-	**	*	**	-	*	-
	*%	-%	-%	-%	*%	**	-%	-%	*%	-%	**	*%	**	-%	*%	-%
Tuffnels	*	-	-	*	-	**	*	-	-	*	**	*	**	-	*	-
	*%	-%	-%	*%	-%	**	*%	-%	-%	*%	**	*%	**	-%	*%	-%
Global Mailing	*	-	-	-	*	**	-	-	-	*	**	*	**	-	*	-
	*%	-%	-%	-%	*%	**	-%	-%	-%	*%	**	*%	**	-%	*%	-%
Local Courier	*	-	-	-	-	**	*	-	-	-	**	-	**	-	-	*
	*%	-%	-%	-%	-%	**	*%	-%	-%	-%	**	-%	**	-%	-%	*%

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

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
First Post	*	-	*	-	-	**	-	-	-	-	**	-	**	-	-	*
	*%	-%	*%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	*%
Secured Mail	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Lynx	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Wey Group International	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
ENC	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Fast Track	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Euro	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
UK / British Mail	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Haynes	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Business Post	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
AJG Parcels	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcel Line	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Coopers Carriers	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
DHS	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Securicor	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Citipost	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

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

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
None	**2**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	***%**	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Don't know	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Other answers	**74**	14	13	28	6	**	5	17	19	12	**	45	**	4	17	57
	4%	*3%*	*3%*	*7%*	*3%*	**	*2%*	*11%*	*11%*	*9%*	**	*9%*	**	*2%*	*1%*	*25%*
				abd				a	a	a		c	c			a
NET: RM Only	**1575**	407	326	304	145	**	165	99	72	63	**	220	**	155	1575	-
	79%	*85%*	*84%*	*72%*	*72%*	**	*65%*	*62%*	*41%*	*46%*	**	*45%*	**	*77%*	*89%*	*-%*
		cd	**cd**				**cd**	**cd**						**ab**	b	
NET: RM and other	**330**	52	53	107	48	**	79	46	90	60	**	223	**	46	197	133
	17%	*11%*	*14%*	*25%*	*24%*	**	*31%*	*29%*	*52%*	*44%*	**	*46%*	**	*23%*	*11%*	*59%*
				ab	**ab**				**ab**	**ab**		**bc**				a
NET: Provider other than RM only	**93**	18	9	10	8	**	11	15	12	14	**	46	**	*	-	93
	5%	*4%*	*2%*	*2%*	*4%*	**	*4%*	*9%*	*7%*	*10%*	**	*9%*	**	**%*	*-%*	*41%*
								a		a		c	**ac**			a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Royal Mail	**1905**	1450	6	492	186	1432	24	486	192	308	1253	137	**
	95%	*100%*	*12%*	*100%*	*77%*	*100%*	*35%*	*100%*	*77%*	*95%*	*97%*	*95%*	**
		b		b		b		b					
DHL	**70**	46	4	17	40	43	7	13	44	14	34	14	**
	3%	*3%*	*9%*	*3%*	*16%*	*3%*	*10%*	*3%*	*18%*	*4%*	*3%*	*10%*	**
			a		a		a		a			**ab**	
UPS	**59**	38	*	14	31	36	3	12	33	15	28	10	**
	3%	*3%*	*%*	*3%*	*13%*	*2%*	*4%*	*3%*	*13%*	*5%*	*2%*	*7%*	**
					a				a	b		b	
Hermes	**58**	41	2	13	32	39	4	15	30	11	27	9	**
	3%	*3%*	*4%*	*3%*	*13%*	*3%*	*6%*	*3%*	*12%*	*3%*	*2%*	*6%*	**
					a				a			b	
Parcelforce	**58**	42	4	22	33	40	6	19	36	16	31	6	**
	3%	*3%*	*9%*	*4%*	*14%*	*3%*	*9%*	*4%*	*15%*	*5%*	*2%*	*4%*	**
			a		a		a		a	b			
DPD	**57**	36	4	3	43	28	12	4	41	11	26	3	**
	3%	*2%*	*8%*	*1%*	*18%*	*2%*	*17%*	*1%*	*17%*	*3%*	*2%*	*2%*	**
			a		a		a		a				
APC	**31**	23	-	6	22	21	2	6	22	8	18	5	**
	2%	*2%*	*-%*	*1%*	*9%*	*1%*	*3%*	*1%*	*9%*	*2%*	*1%*	*3%*	**
					a				a			b	
TNT Express	**30**	18	2	5	21	16	4	1	24	6	12	7	**
	2%	*1%*	*4%*	*1%*	*8%*	*1%*	*6%*	*%*	*10%*	*2%*	*1%*	*5%*	**
					a		a		a			**ab**	
UK Mail	**25**	16	4	6	19	15	4	8	18	4	14	2	**
	1%	*1%*	*8%*	*1%*	*8%*	*1%*	*6%*	*2%*	*7%*	*1%*	*1%*	*1%*	**
			a		a		a		a				
FedEx	**25**	14	1	2	15	14	1	2	15	6	14	4	**
	1%	*1%*	*2%*	*%*	*6%*	*1%*	*1%*	*%*	*6%*	*2%*	*1%*	*3%*	**
					a				a			b	
DX	**9**	5	1	1	7	3	3	1	7	1	6	*	**
	%	*%*	*2%*	*%*	*3%*	*%*	*4%*	*%*	*3%*	*%*	*%*	*%*	**
			a		a		a		a				
Pitney Bowes	**6**	*	*	*	2	*	*	*	2	*	1	*	**
	%	*%*	*1%*	*%*	*1%*	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	**
			a										
Interlink / Interlink Express / Direct	**5**	3	2	1	2	3	2	1	2	1	4	1	**
	%	*%*	*4%*	*%*	*1%*	*%*	*3%*	*%*	*1%*	*%*	*%*	*%*	**
			a				a						
Interparcel	**5**	2	-	-	5	2	-	-	5	2	2	-	**
	%	*%*	*-%*	*-%*	*2%*	*%*	*-%*	*-%*	*2%*	*1%*	*%*	*-%*	**
					a				a				

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
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QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Amazon	**5**	2	3	2	-	2	3	2	-	3	-	-	**
	***%**	*%*	*6%*	*%*	-%	*%*	*4%*	*%*	-%	*1%*	-%	-%	**
			a				a			b			
Parcels to go	**4**	2	2	-	4	2	2	2	2	2	4	-	**
	***%**	*%*	*4%*	-%	*2%*	*%*	*3%*	*%*	*1%*	*1%*	*%*	-%	**
			a		a		a						
Yodel	**4**	2	-	-	2	2	-	-	2	*	2	*	**
	***%**	*%*	-%	-%	*1%*	*%*	-%	-%	*1%*	*%*	*%*	*%*	**
					a				a				
Collect Plus	**4**	4	-	-	3	4	-	-	3	1	2	-	**
	***%**	*%*	-%	-%	*1%*	*%*	-%	-%	*1%*	*%*	*%*	-%	**
					a				a				
Neo Post	**3**	1	3	1	2	1	3	1	2	1	3	2	**
	***%**	*%*	*5%*	*%*	*1%*	*%*	*4%*	*%*	*1%*	*%*	*%*	*1%*	**
			a				a					b	
Priority Express	**2**	1	-	-	1	1	-	-	1	*	1	-	**
	***%**	*%*	-%	-%	*%*	*%*	-%	-%	*%*	*%*	*%*	-%	**
Whistl (Previously known as TNT Post)	**2**	2	-	2	*	2	-	-	2	2	*	*	**
	***%**	*%*	-%	*%*	*%*	*%*	-%	-%	*1%*	*1%*	*%*	*%*	**
									a	b			
One Post	**2**	2	-	-	2	2	-	-	2	2	2	2	**
	***%**	*%*	-%	-%	*1%*	*%*	-%	-%	*1%*	*1%*	*%*	*1%*	**
												b	
Pallet Lines	**2**	2	-	-	2	2	-	-	2	-	2	-	**
	***%**	*%*	-%	-%	*1%*	*%*	-%	-%	*1%*	-%	*%*	-%	**
					a								
Eagle Couriers	**1**	1	-	*	-	1	-	*	-	-	1	*	**
	***%**	*%*	-%	*%*	-%	*%*	-%	*%*	-%	-%	*%*	*%*	**
Postal Sort	**1**	-	1	-	-	-	1	-	-	-	1	-	**
	***%**	-%	*2%*	-%	-%	-%	*1%*	-%	-%	-%	*%*	-%	**
			a				a						
Fastway Couriers	**1**	*	-	-	1	*	-	-	1	-	*	*	**
	***%**	*%*	-%	-%	*%*	*%*	-%	-%	*%*	-%	*%*	*%*	**
Legal Post	*	*	-	*	-	*	-	*	-	-	*	-	**
	***%**	*%*	-%	*%*	-%	*%*	-%	*%*	-%	-%	*%*	-%	**
Tuffnels	*	*	-	-	*	*	-	-	*	-	*	-	**
	***%**	*%*	-%	-%	*%*	*%*	-%	-%	*%*	-%	*%*	-%	**
Global Mailing	*	*	-	*	-	*	-	*	-	-	*	*	**
	***%**	*%*	-%	*%*	-%	*%*	-%	*%*	-%	-%	*%*	*%*	**
Local Courier	*	-	-	-	*	-	-	-	*	-	-	-	**
	***%**	-%	-%	-%	*%*	-%	-%	-%	*%*	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	2000	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	2000	1450	50	492	243	1432	69	486	249	323	1288	145	1
First Post	*	-	*	-	-	-	*	-	-	-	*	-	**
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	**
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Euro	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
DHS	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
None	2	-	-	-	-	-	-	-	-	-	-	-	**
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	2000	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	2000	1450	50	492	243	1432	69	486	249	323	1288	145	1
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Other answers	74	41	20	12	41	39	22	12	41	10	53	8	**
	4%	3%	39% a	2%	17% a	3%	32% a	2%	17% a	3%	4%	5%	**
NET: RM Only	1575	1192	-	401	-	1192	-	401	-	233	1065	87	**
	79%	82% b	-%	82% b	-%	83% b	-%	83% b	-%	72% c	83% ac	60%	**
NET: RM and other	330	259	6	91	186	240	24	85	192	75	189	50	**
	17%	18%	12%	18%	77% a	17%	35% a	17%	77% a	23% b	15%	35% ab	**
NET: Provider other than RM only	93	-	45	-	57	-	45	-	57	15	35	8	**
	5%	-%	88% a	-%	23% a	-%	65% a	-%	23% a	5%	3%	5%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Royal Mail	1905	274	716	105	**	484	430	164	**	1336	835	587	1180	914	**
	95%	97%	97%	95%	**	91%	94%	94%	**	100%	100%	100%	100%	100%	**
DHL	70	20	27	9	**	41	30	30	**	38	38	35	36	28	**
	3%	7%	4%	9%	**	8%	6%	17%	**	3%	4%	6%	3%	3%	**
		b		b				ab			a	a			
UPS	59	12	23	7	**	39	29	23	**	32	32	31	34	26	**
	3%	4%	3%	6%	**	7%	6%	13%	**	2%	4%	5%	3%	3%	**
				b				ab			a	a			ab
Hermes	58	10	26	4	**	32	29	15	**	29	27	27	26	30	**
	3%	3%	4%	4%	**	6%	6%	9%	**	2%	3%	5%	2%	3%	**
												a			
Parcelforce	58	14	25	6	**	42	28	12	**	32	31	39	35	25	**
	3%	5%	3%	5%	**	8%	6%	7%	**	2%	4%	7%	3%	3%	**
											a	ab			
DPD	57	12	32	6	**	37	20	14	**	26	34	23	30	25	**
	3%	4%	4%	5%	**	7%	4%	8%	**	2%	4%	4%	3%	3%	**
											a	a			ab
APC	31	7	15	4	**	24	16	11	**	18	18	21	16	15	**
	2%	3%	2%	4%	**	5%	3%	6%	**	1%	2%	4%	1%	2%	**
												a			
TNT Express	30	9	15	2	**	22	16	8	**	14	18	18	17	13	**
	2%	3%	2%	2%	**	4%	3%	5%	**	1%	2%	3%	1%	1%	**
											a	a			ab
UK Mail	25	2	16	*	**	17	18	6	**	10	14	16	12	12	**
	1%	1%	2%	*%	**	3%	4%	3%	**	1%	2%	3%	1%	1%	**
											a	a			ab
FedEx	25	5	11	3	**	14	10	8	**	14	11	11	12	11	**
	1%	2%	2%	3%	**	3%	2%	5%	**	1%	1%	2%	1%	1%	**
DX	9	1	5	1	**	8	1	1	**	6	5	4	6	4	**
	*%	*%	1%	1%	**	1%	*%	*%	**	*%	1%	1%	1%	*%	**
						b									
Pitney Bowes	6	*	*	-	**	*	2	-	**	*	*	*	*	*	**
	*%	*%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
															ab
Interlink / Interlink Express / Direct	5	1	2	-	**	2	-	-	**	3	3	1	1	2	**
	*%	*%	*%	-%	**	*%	-%	-%	**	*%	*%	*%	*%	*%	**
Interparcel	5	-	2	-	**	5	-	-	**	2	2	-	2	-	**
	*%	-%	*%	-%	**	1%	-%	-%	**	*%	*%	-%	*%	-%	**
						b									
Amazon	5	2	2	2	**	2	2	2	**	-	2	2	2	2	**
	*%	1%	*%	2%	**	*%	*%	1%	**	-%	*%	*%	*%	*%	**
				b								a			
Parcels to go	4	-	-	-	**	4	4	-	**	2	-	2	-	2	**
	*%	-%	-%	-%	**	1%	1%	-%	**	*%	-%	*%	-%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Yodel	4	*	2	*	**	2	2	-	**	2	2	*	2	*	**
	*%	*%	*%	*%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Collect Plus	4	1	3	-	**	2	3	-	**	2	3	-	1	4	**
	*%	*%	*%	-%	**	*%	1%	-%	**	*%	*%	-%	*%	*%	**
Neo Post	3	1	3	2	**	-	3	2	**	2	2	1	2	2	**
	*%	*%	*%	2%	**	-%	1%	1%	**	*%	*%	*%	*%	*%	**
								a							
Priority Express	2	1	1	-	**	*	1	-	**	1	1	1	1	*	**
	*%	*%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Whistl (Previously known as TNT Post)	2	2	*	*	**	2	*	*	**	2	2	2	2	2	**
	*%	1%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
		b													
One Post	2	-	-	-	**	2	2	2	**	2	-	2	2	2	**
	*%	-%	-%	-%	**	*%	*%	1%	**	*%	-%	*%	*%	*%	**
Pallet Lines	2	-	2	-	**	2	2	-	**	2	2	2	2	-	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	-%	**
Eagle Couriers	1	-	*	*	**	-	*	*	**	1	*	*	-	1	**
	*%	-%	*%	*%	**	-%	*%	*%	**	*%	*%	*%	-%	*%	**
Postal Sort	1	-	1	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	*%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fastway Couriers	1	*	*	*	**	1	*	-	**	*	*	*	*	*	**
	*%	*%	*%	*%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Legal Post	*	-	*	-	**	*	*	-	**	*	*	*	*	*	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Tuffnels	*	-	*	-	**	*	-	-	**	*	*	*	*	*	**
	*%	-%	*%	-%	**	*%	-%	-%	**	*%	*%	*%	*%	*%	**
Global Mailing	*	*	*	*	**	*	*	*	**	*	*	*	*	*	**
	*%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Local Courier	*	-	-	-	**	*	-	-	**	-	-	*	-	-	**
	*%	-%	-%	-%	**	*%	-%	-%	**	-%	-%	*%	-%	-%	**
First Post	*	-	*	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	*%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Secured Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
ENC	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	2	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	74	10	39	11	**	41	33	16	**	42	34	28	36	24	**
	4%	3%	5%	10%	**	8%	7%	9%	**	3%	4%	5%	3%	3%	**
				ab											
NET: RM Only	1575	192	546	69	**	274	271	73	**	1117	624	391	974	743	**
	79%	68%	74%	63%	**	52%	59%	42%	**	84%	75%	67%	83%	81%	**
			ac			c	ac			bc	c				
NET: RM and other	330	82	169	36	**	209	159	91	**	219	211	196	206	171	**
	17%	29%	23%	32%	**	40%	35%	52%	**	16%	25%	33%	17%	19%	**
		b		b				ab			a	ab			
NET: Provider other than RM only	93	8	21	6	**	45	29	11	**	-	-	-	-	-	**
	5%	3%	3%	5%	**	9%	6%	6%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Royal Mail	1905	380	275	328	91	83	1154	937	76	**	**	**	1760	1419	1769	1438	1848
	95%	95%	95%	93%	94%	96%	100%	100%	100%	**	**	**	95%	96%	95%	95%	95%
DHL	70	25	11	32	11	8	30	33	3	**	**	**	67	62	67	63	66
	3%	6%	4%	9%	11%	9%	3%	4%	4%	**	**	**	4%	4%	4%	4%	3%
				b	b												
UPS	59	28	18	26	13	9	38	32	4	**	**	**	57	49	57	48	57
	3%	7%	6%	7%	13%	11%	3%	3%	6%	**	**	**	3%	3%	3%	3%	3%
					b												
Hermes	58	13	24	15	8	8	25	31	2	**	**	**	57	46	57	52	58
	3%	3%	8%	4%	9%	10%	2%	3%	2%	**	**	**	3%	3%	3%	3%	3%
			ac		a	ac					a						
Parcelforce	58	25	19	33	7	6	28	26	3	**	**	**	55	47	55	55	57
	3%	6%	7%	9%	7%	7%	2%	3%	4%	**	**	**	3%	3%	3%	4%	3%
											a						
DPD	57	29	14	20	8	8	29	24	4	**	**	**	53	41	55	50	53
	3%	7%	5%	6%	8%	9%	3%	3%	5%	**	**	**	3%	3%	3%	3%	3%
APC	31	19	14	7	5	6	23	21	2	**	**	**	27	27	27	31	31
	2%	5%	5%	2%	6%	7%	2%	2%	2%	**	**	**	1%	2%	1%	2%	2%
		c	c			c											
TNT Express	30	13	10	13	6	8	18	15	2	**	**	**	28	22	28	30	30
	2%	3%	3%	4%	7%	9%	2%	2%	3%	**	**	**	2%	1%	2%	2%	2%
						abc											
UK Mail	25	19	16	6	4	2	17	14	2	**	**	**	24	18	25	22	24
	1%	5%	5%	2%	4%	2%	2%	1%	2%	**	**	**	1%	1%	1%	1%	1%
		c	c								a						
FedEx	25	8	6	8	5	4	16	15	*	**	**	**	24	24	24	23	25
	1%	2%	2%	2%	5%	5%	1%	2%	*%	**	**	**	1%	2%	1%	2%	1%
											a						
DX	9	3	*	3	*	1	6	3	*	**	**	**	8	5	8	9	9
	*%	1%	*%	1%	*%	1%	1%	*%	*%	**	**	**	*%	*%	*%	1%	*%
Pitney Bowes	6	-	2	-	-	-	*	*	-	**	**	**	4	2	4	4	6
	*%	-%	1%	-%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Interlink / Interlink Express / Direct	5	-	2	1	-	-	-	2	-	**	**	**	4	4	4	3	5
	*%	-%	1%	*%	-%	-%	-%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Interparcel	5	2	-	2	-	-	2	-	-	**	**	**	5	5	5	5	5
	*%	*%	-%	1%	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Amazon	5	2	2	2	2	2	2	2	-	**	**	**	5	2	5	2	5
	*%	*%	1%	*%	2%	2%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Parcels to go	4	2	2	4	-	-	-	2	-	**	**	**	4	4	4	4	4
	*%	1%	1%	1%	-%	-%	-%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Yodel	4	-	*	2	-	-	2	*	2	**	**	**	4	4	4	4	4
	*%	-%	*%	1%	-%	-%	*%	*%	2%	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Collect Plus	4	-	1	-	-	-	1	4	-	**	**	**	4	4	4	4	4
	*%	-%	*%	-%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Neo Post	3	3	2	-	-	2	2	2	-	**	**	**	3	1	3	1	3
	*%	1%	1%	-%	-%	2%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
						c											
Priority Express	2	-	-	-	-	-	1	*	-	**	**	**	1	1	1	2	2
	*%	-%	-%	-%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	2	*	*	2	*	-	*	*	-	**	**	**	2	2	2	2	2
	*%	*%	*%	1%	*%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
One Post	2	2	2	-	2	-	2	2	-	**	**	**	2	2	2	2	2
	*%	*%	1%	-%	2%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
					c												
Pallet Lines	2	2	-	-	-	-	2	-	-	**	**	**	2	2	2	2	2
	*%	*%	-%	-%	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Eagle Couriers	1	-	*	-	-	*	-	1	-	**	**	**	1	1	1	1	1
	*%	-%	*%	-%	-%	1%	-%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Postal Sort	1	-	-	-	-	-	-	-	-	**	**	**	1	1	1	*	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Fastway Couriers	1	*	*	*	-	-	*	1	-	**	**	**	1	1	1	1	1
	*%	*%	*%	*%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Legal Post	*	*	-	-	-	-	*	-	-	**	**	**	*	*	*	*	*
	*%	*%	-%	-%	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Tuffnels	*	*	-	*	-	-	*	*	-	**	**	**	*	*	*	*	*
	*%	*%	-%	*%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Global Mailing	*	*	*	*	-	*	*	*	-	**	**	**	*	*	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Local Courier	*	-	-	*	-	-	-	-	-	**	**	**	*	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	**	**	**	*%	-%	*%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	**	**	**	*	*	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	-%	*%
Secured Mail	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
ENC	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
None	2	-	-	-	-	-	-	-	-	**	**	**	2	-	2	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	-%	*%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Other answers	74	34	13	15	8	2	39	23	2	**	**	**	69	58	69	62	74
	4%	8%	4%	4%	8%	3%	3%	2%	3%	**	**	**	4%	4%	4%	4%	4%
		bc															
NET: RM Only	1575	239	173	222	50	46	945	752	61	**	**	**	1453	1149	1460	1136	1524
	79%	60%	59%	63%	51%	53%	82%	80%	80%	**	**	**	79%	78%	79%	75%	79%
				d					c				d		d		d
NET: RM and other	330	141	103	106	41	37	209	185	15	**	**	**	307	270	309	302	324
	17%	35%	35%	30%	43%	43%	18%	20%	20%	**	**	**	17%	18%	17%	20%	17%
					c	c					a					ace	

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	***b**	c	***d**	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
NET: Provider other than RM only	**93**	20	15	24	6	4	-	-	-	**	**	**	86	63	86	68	88
	5%	*5%*	*5%*	*7%*	*6%*	*4%*	*-%*	*-%*	*-%*	**	**	**	*5%*	*4%*	*5%*	*5%*	*5%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Royal Mail	1905	1053	1773	382	**	1579	81	329	1574	285	**	79	253	201	1400	299
	95%	95%	95%	94%	**	100%	100%	100%	100%	77%	**	81%	77%	89%	96% ac	94% a
DHL	70	53	63	38	**	44	4	16	45	64	**	10	60	21	39	10
	3%	5%	3%	9% ab	**	3%	4%	5%	3%	17%	**	10%	18%	9% bc	3%	3%
UPS	59	44	58	30	**	41	2	22	32	55	**	9	49	22	35	2
	3%	4%	3%	7% ab	**	3%	3%	7% b	2%	15%	**	10%	15%	10% bc	2% c	1%
Hermes	58	39	58	26	**	37	1	22	28	49	**	18	40	24	28	7
	3%	3%	3%	6% ab	**	2%	1%	7% b	2%	13%	**	19%	12%	11% bc	2%	2%
Parcelforce	58	47	56	12	**	39	4	9	39	45	**	23	35	18	36	4
	3%	4%	3%	3%	**	2%	5%	3%	2%	12%	**	23% b	11%	8% bc	2%	1%
DPD	57	36	54	14	**	35	5	12	32	47	**	14	43	23	27	7
	3%	3%	3%	3%	**	2%	6%	4%	2%	13%	**	15%	13%	10% bc	2%	2%
APC	31	23	29	4	**	19	6	12	19	29	**	10	21	7	14	10
	2%	2%	2%	1%	**	1%	7% a	4% b	1%	8%	**	10%	6%	3% b	1%	3% b
TNT Express	30	19	29	13	**	23	*	9	16	28	**	4	27	10	13	7
	2%	2%	2%	3% ab	**	1%	*%	3% b	1%	8%	**	4%	8%	5% b	1%	2% b
UK Mail	25	14	25	10	**	14	2	8	10	18	**	6	19	8	12	6
	1%	1%	1%	2%	**	1%	3%	2% b	1%	5%	**	6%	6%	3% b	1%	2%
FedEx	25	19	23	12	**	17	2	6	17	18	**	5	20	4	19	1
	1%	2%	1%	3% b	**	1%	2%	2%	1%	5%	**	5%	6%	2%	1%	*%
DX	9	9	8	1	**	6	-	2	5	7	**	2	7	*	9	1
	*%	1%	*%	*%	**	*%	-%	1%	*%	2%	**	2%	2%	*%	1%	*%
Pitney Bowes	6	4	6	4	**	2	-	-	2	4	**	2	4	-	2	4
	*%	*%	*%	1%	**	*%	-%	-%	*%	1%	**	2%	1%	-%	*%	1% b
Interlink / Interlink Express / Direct	5	3	4	1	**	2	-	2	1	5	**	-	5	-	4	1
	*%	*%	*%	*%	**	*%	-%	1% b	*%	1%	**	-%	1%	-%	*%	*%
Interparcel	5	3	5	-	**	2	-	-	2	5	**	-	5	-	5	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	1%	**	-%	1%	-%	*%	-%
Amazon	5	3	5	3	**	2	-	2	-	5	**	3	2	5	-	-
	*%	*%	*%	1%	**	*%	-%	1% b	-%	1%	**	3% b	1%	2% bc	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

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		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Parcels to go	4	4	4	-	**	-	-	-	2	2	**	2	2	2	2	-
	*%	*%	*%	-%	**	-%	-%	-%	*%	1%	**	2%	1%	1% b	*%	-%
Yodel	4	4	4	2	**	4	-	2	2	4	**	2	2	2	2	-
	*%	*%	*%	*%	**	*%	-%	1%	*%	1%	**	2%	1%	1% b	*%	-%
Collect Plus	4	2	4	1	**	1	-	2	2	3	**	-	4	-	2	2
	*%	*%	*%	*%	**	*%	-%	1%	*%	1%	**	-%	1%	-%	*%	1%
Neo Post	3	1	3	*	**	2	-	-	2	3	**	-	3	-	3	1
	*%	*%	*%	*%	**	*%	-%	-%	*%	1%	**	-%	1%	-%	*%	*%
Priority Express	2	2	2	1	**	2	-	*	2	2	**	-	2	-	2	-
	*%	*%	*%	*%	**	*%	-%	*%	*%	1%	**	-%	1%	-%	*%	-%
Whistl (Previously known as TNT Post)	2	2	2	2	**	2	-	-	2	2	**	2	*	-	2	-
	*%	*%	*%	1%	**	*%	-%	-%	*%	1%	**	2% b	*%	-%	*%	-%
One Post	2	2	2	2	**	*	-	2	*	2	**	-	2	-	2	-
	*%	*%	*%	*%	**	*%	-%	1% b	*%	1%	**	-%	1%	-%	*%	-%
Pallet Lines	2	2	2	-	**	2	-	-	2	2	**	-	2	2	-	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	*%	**	-%	1%	1% b	-%	-%
Eagle Couriers	1	-	1	*	**	1	-	*	1	1	**	-	1	-	1	-
	*%	-%	*%	*%	**	*%	-%	*%	*%	*%	**	-%	*%	-%	*%	-%
Postal Sort	1	*	1	*	**	-	-	-	-	1	**	-	1	*	1	-
	*%	*%	*%	*%	**	-%	-%	-%	-%	*%	**	-%	*%	*%	*%	-%
Fastway Couriers	1	1	1	1	**	*	-	*	*	1	**	-	1	-	-	1
	*%	*%	*%	*%	**	*%	-%	*%	*%	*%	**	-%	*%	-%	-%	*%
Legal Post	*	*	*	-	**	*	-	-	*	*	**	-	*	-	-	*
	*%	*%	*%	-%	**	*%	-%	-%	*%	*%	**	-%	*%	-%	-%	*%
Tuffnels	*	-	*	-	**	*	-	-	*	*	**	*	*	*	*	-
	*%	-%	*%	-%	**	*%	-%	-%	*%	*%	**	*%	*%	*%	*%	-%
Global Mailing	*	*	*	*	**	*	-	-	*	*	**	-	*	*	-	-
	*%	*%	*%	*%	**	*%	-%	-%	*%	*%	**	-%	*%	*%	-%	-%
Local Courier	*	-	*	-	**	-	-	-	*	*	**	-	*	-	-	*
	*%	-%	*%	-%	**	-%	-%	-%	*%	*%	**	-%	*%	-%	-%	*%
First Post	*	-	*	-	**	-	-	-	-	*	**	-	*	-	*	-
	*%	-%	*%	-%	**	-%	-%	-%	-%	*%	**	-%	*%	-%	*%	-%
Secured Mail	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Haynes	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Business Post	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
DHS	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Securicor	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Citipost	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
None	2	-	2	-	**	-	-	-	-	-	**	-	2	-	2	-
	*%	-%	*%	-%	**	-%	-%	-%	-%	-%	**	-%	1%	-%	*%	-%
Don't know	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Other answers	74	45	70	20	**	35	4	11	36	62	**	10	65	14	49	11
	4%	4%	4%	5%	**	2%	5%	3%	2%	17%	**	10%	20%	6%	3%	3%
													a	b		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**2000**	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	**2000**	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
NET: RM Only	**1575**	819	1459	262	**	1320	58	238	1335	2	**	-	2	117	1199	253
	79%	*74%*	*78%*	*65%*	**	*84%*	*72%*	*72%*	*85%*	*1%*	**	*-%*	*1%*	*52%*	*83%*	*80%*
		c	**ac**			b			a						a	a
NET: RM and other	**330**	234	314	119	**	259	23	91	239	283	**	79	251	83	201	46
	17%	*21%*	*17%*	*29%*	**	*16%*	*28%*	*28%*	*15%*	*77%*	**	*81%*	*76%*	*37%*	*14%*	*14%*
		b		**ab**			a	b						**bc**		
NET: Provider other than RM only	**93**	54	87	24	**	-	-	-	-	84	**	19	75	24	50	19
	5%	*5%*	*5%*	*6%*	**	*-%*	*-%*	*-%*	*-%*	*23%*	**	*19%*	*23%*	*11%*	*3%*	*6%*
														bc		b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Royal Mail	**1905**	225	125	1539	1024	881
	95%	*84%*	*92%*	*97%*	*95%*	*95%*
			a	**ab**		
DHL	**70**	29	2	39	32	37
	3%	*11%*	*2%*	*2%*	*3%*	*4%*
		bc				
UPS	**59**	31	6	22	28	30
	3%	*11%*	*4%*	*1%*	*3%*	*3%*
		bc	c			
Hermes	**58**	22	11	26	31	27
	3%	*8%*	*8%*	*2%*	*3%*	*3%*
		c	c			
Parcelforce	**58**	28	7	23	38	20
	3%	*10%*	*5%*	*1%*	*4%*	*2%*
		c	c			
DPD	**57**	25	8	24	16	40
	3%	*9%*	*6%*	*2%*	*2%*	*4%*
		c	c			a
APC	**31**	22	4	5	12	19
	2%	*8%*	*3%*	**%*	*1%*	*2%*
		c	c			
TNT Express	**30**	15	*	12	12	18
	2%	*6%*	**%*	*1%*	*1%*	*2%*
		bc				
UK Mail	**25**	8	4	14	10	15
	1%	*3%*	*3%*	*1%*	*1%*	*2%*
		c	c			
FedEx	**25**	10	2	12	15	10
	1%	*4%*	*2%*	*1%*	*1%*	*1%*
		c				
DX	**9**	3	*	4	3	6
	****%***	*1%*	**%*	**%*	**%*	*1%*
		c				
Pitney Bowes	**6**	2	-	4	4	2
	****%***	*1%*	*-%*	**%*	**%*	**%*
Interlink / Interlink Express / Direct	**5**	2	-	3	4	1
	****%***	*1%*	*-%*	**%*	**%*	**%*
Interparcel	**5**	2	-	3	5	-
	****%***	*1%*	*-%*	**%*	**%*	*-%*
					b	
Amazon	**5**	-	2	3	2	3
	****%***	*-%*	*1%*	**%*	**%*	**%*
			c			
Parcels to go	**4**	4	-	-	4	-
	****%***	*2%*	*-%*	*-%*	**%*	*-%*
		c				

Columns Tested: a,b,c - a,b

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Yodel	**4**	2	2	-	2	2
	***%**	*1%*	*1%*	-%	*%	*%
		c	c			
Collect Plus	**4**	1	-	3	2	1
	***%**	*%	-%	*%	*%	*%
Neo Post	**3**	-	1	3	1	3
	***%**	-%	*%	*%	*%	*%
Priority Express	**2**	2	-	1	2	1
	***%**	*1%*	-%	*%	*%	*%
		c				
Whistl (Previously known as TNT Post)	**2**	*	-	2	-	2
	***%**	*%	-%	*%	-%	*%
One Post	**2**	-	-	2	-	2
	***%**	-%	-%	*%	-%	*%
Pallet Lines	**2**	2	-	-	-	2
	***%**	*1%*	-%	-%	-%	*%
		c				
Eagle Couriers	**1**	-	-	1	*	1
	***%**	-%	-%	*%	*%	*%
Postal Sort	**1**	*	-	1	*	1
	***%**	*%	-%	*%	*%	*%
Fastway Couriers	**1**	*	-	*	1	-
	***%**	*%	-%	*%	*%	-%
Legal Post	*	-	-	*	*	-
	***%**	-%	-%	*%	*%	-%
Tuffnels	*	*	-	*	*	-
	***%**	*%	-%	*%	*%	-%
Global Mailing	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Local Courier	*	-	-	*	*	-
	***%**	-%	-%	*%	*%	-%
First Post	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Secured Mail	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
ENC	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
None	**2**	-	-	2	-	2
	***%**	-%	-%	*%	-%	*%
Don't know	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other answers	**74**	27	7	41	45	29
	4%	*10%*	*5%*	*3%*	*4%*	*3%*
		c				
NET: RM Only	**1575**	95	92	1376	853	722
	79%	*35%*	*68%*	*87%*	*79%*	*78%*
			a	**ab**		
NET: RM and other	**330**	130	32	163	171	159
	17%	*48%*	*24%*	*10%*	*16%*	*17%*
		bc	c			
NET: Provider other than RM only	**93**	44	10	39	51	42
	5%	*16%*	*8%*	*2%*	*5%*	*5%*
		bc	c			

Columns Tested: a,b,c - a,b

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Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Royal Mail	**1905**	174	159	148	202	167	105	109	140	228	164	188	123
	95%	*97%*	*94%*	*97%*	*98%*	*94%*	*90%*	*91%*	*97%*	*96%*	*94%*	*95%*	*96%*
		fg		**fg**	**fg**				**fg**	f			
DHL	**70**	5	4	8	5	9	8	8	5	8	3	2	5
	3%	*3%*	*2%*	*5%*	*2%*	*5%*	*7%*	*6%*	*3%*	*4%*	*2%*	*1%*	*4%*
				k		k	**jk**	**jk**					
UPS	**59**	7	2	6	4	12	4	5	3	2	5	8	2
	3%	*4%*	*1%*	*4%*	*2%*	*7%*	*4%*	*4%*	*2%*	*1%*	*3%*	*4%*	*2%*
		i		i		**bdhi**	i	i				i	
Hermes	**58**	10	2	1	8	8	4	2	6	9	5	-	2
	3%	*6%*	*1%*	*1%*	*4%*	*5%*	*4%*	*2%*	*4%*	*4%*	*3%*	*-%*	*2%*
		bck			**ck**	**ck**	k		**ck**	**ck**	k		
Parcelforce	**58**	3	7	2	12	10	1	6	7	2	4	1	3
	3%	*2%*	*4%*	*1%*	*6%*	*6%*	**%*	*5%*	*5%*	*1%*	*2%*	*1%*	*3%*
			ik		**acfik**	**acfik**		**cfik**	**cfik**				
DPD	**57**	3	4	4	5	12	6	*	3	7	3	8	2
	3%	*1%*	*2%*	*3%*	*2%*	*7%*	*5%*	**%*	*2%*	*3%*	*2%*	*4%*	*2%*
						adghjl	g					g	
APC	**31**	2	4	4	2	8	4	2	-	2	2	1	-
	2%	*1%*	*2%*	*3%*	*1%*	*5%*	*3%*	*2%*	*-%*	*1%*	*1%*	**%*	*-%*
						adhikl	**hkl**						
TNT Express	**30**	*	5	*	8	6	1	2	1	1	3	4	*
	2%	**%*	*3%*	**%*	*4%*	*3%*	*1%*	*2%*	**%*	**%*	*1%*	*2%*	**%*
					acil	**acil**							
UK Mail	**25**	4	4	4	4	4	-	2	*	2	2	-	*
	1%	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	**%*	*1%*	*1%*	*-%*	**%*
		k	k	k		k							
FedEx	**25**	3	3	-	3	4	3	*	*	2	1	5	1
	1%	*2%*	*2%*	*-%*	*2%*	*3%*	*2%*	**%*	**%*	*1%*	**%*	*2%*	*1%*
						c						c	
DX	**9**	*	-	-	*	1	-	2	1	2	3	*	-
	****%***	**%*	*-%*	*-%*	**%*	**%*	*-%*	*2%*	*1%*	*1%*	*2%*	**%*	*-%*
Pitney Bowes	**6**	-	-	*	2	-	*	2	-	-	*	2	*
	****%***	*-%*	*-%*	**%*	*1%*	*-%*	**%*	*2%*	*-%*	*-%*	**%*	*1%*	**%*
Interlink / Interlink Express / Direct	**5**	-	2	-	-	-	2	-	-	1	-	-	-
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Interparcel	**5**	-	-	-	-	-	-	-	2	-	3	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*
Amazon	**5**	-	-	-	-	2	-	-	-	-	-	3	-
	****%***	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Parcels to go	**4**	-	2	-	-	-	-	-	-	-	-	-	2
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
Yodel	**4**	-	*	-	2	*	-	-	-	2	-	-	-
	****%***	*-%*	**%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Collect Plus	**4**	2	-	-	-	1	1	-	-	1	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

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Table 22 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.

Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Neo Post	**3**	1	-	-	1	-	-	*	-	2	-	-	*
	***%**	*%	-%	-%	*%	-%	-%	*%	-%	*1%*	-%	-%	*%
Priority Express	**2**	-	-	-	-	2	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%
Whistl (Previously known as TNT Post)	**2**	-	-	-	2	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	*%
One Post	**2**	-	-	-	2	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**2**	-	-	2	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**1**	-	-	-	-	-	-	-	-	1	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
Postal Sort	**1**	*	-	*	-	-	1	-	-	-	*	-	-
	***%**	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Fastway Couriers	**1**	-	-	-	*	-	-	-	-	-	*	*	-
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Tuffnels	*	-	-	-	-	-	-	-	*	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%
Global Mailing	*	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Local Courier	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	***%**	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**74**	8	6	10	9	9	3	3	6	3	7	8	3
	4%	*4%*	*4%*	*7%*	*4%*	*5%*	*3%*	*3%*	*4%*	*1%*	*4%*	*4%*	*2%*
		i		i		i							
NET: RM Only	**1575**	143	130	118	154	120	91	94	115	199	140	162	109
	79%	*80%*	*77%*	*77%*	*75%*	*68%*	*78%*	*79%*	*80%*	*84%*	*81%*	*82%*	*85%*
		e		e				e	e	**de**	e	e	**de**
NET: RM and other	**330**	31	29	30	48	47	14	15	24	29	24	26	13
	17%	*17%*	*17%*	*20%*	*23%*	*27%*	*12%*	*12%*	*17%*	*12%*	*14%*	*13%*	*10%*
				il	**fgijkl**	**abfghijkl**							
NET: Provider other than RM only	**93**	4	10	4	5	10	12	10	4	9	10	10	5
	5%	*2%*	*6%*	*3%*	*2%*	*6%*	*10%*	*9%*	*3%*	*4%*	*6%*	*5%*	*4%*
							acdhi	**acdh**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Royal Mail	**1905**	480	474	476	474
	95%	*96%*	*95%*	*95%*	*95%*
DHL	**70**	17	22	21	10
	3%	*3%*	*4%*	*4%*	*2%*
			d	d	
UPS	**59**	15	20	9	16
	3%	*3%*	*4%*	*2%*	*3%*
			c		
Hermes	**58**	13	21	17	7
	3%	*3%*	*4%*	*3%*	*1%*
			d	d	
Parcelforce	**58**	12	22	15	8
	3%	*2%*	*4%*	*3%*	*2%*
			d		
DPD	**57**	11	23	10	13
	3%	*2%*	*5%*	*2%*	*3%*
			ac		
APC	**31**	10	14	4	3
	2%	*2%*	*3%*	*1%*	*1%*
		d	**cd**		
TNT Express	**30**	5	15	4	6
	2%	*1%*	*3%*	*1%*	*1%*
			ac		
UK Mail	**25**	12	8	4	2
	1%	*2%*	*2%*	*1%*	**%*
		cd			
FedEx	**25**	6	10	2	6
	1%	*1%*	*2%*	**%*	*1%*
			c		
DX	**9**	*	1	5	3
	****%***	**%*	**%*	*1%*	*1%*
				a	
Pitney Bowes	**6**	*	2	2	2
	****%***	**%*	**%*	**%*	**%*
Interlink / Interlink Express / Direct	**5**	2	2	1	-
	****%***	**%*	**%*	**%*	*-%*
Interparcel	**5**	-	-	2	3
	****%***	*-%*	*-%*	**%*	*1%*
Amazon	**5**	-	2	-	3
	****%***	*-%*	**%*	*-%*	*1%*
Parcels to go	**4**	2	-	-	2
	****%***	**%*	*-%*	*-%*	**%*
Yodel	**4**	*	2	2	-
	****%***	**%*	**%*	**%*	*-%*
Collect Plus	**4**	2	1	1	-
	****%***	**%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Neo Post	**3**	1	1	2	*
	***%**	*%	*%	*%	*%
Priority Express	**2**	-	2	-	*
	***%**	-%	*%	-%	*%
Whistl (Previously known as TNT Post)	**2**	-	2	-	*
	***%**	-%	*%	-%	*%
One Post	**2**	-	2	-	-
	***%**	-%	*%	-%	-%
Pallet Lines	**2**	2	-	-	-
	***%**	*%	-%	-%	-%
Eagle Couriers	**1**	-	-	1	*
	***%**	-%	-%	*%	*%
Postal Sort	**1**	*	1	-	*
	***%**	*%	*%	-%	*%
Fastway Couriers	**1**	-	*	-	1
	***%**	-%	*%	-%	*%
Legal Post	*	-	-	-	*
	***%**	-%	-%	-%	*%
Tuffnels	*	-	-	*	*
	***%**	-%	-%	*%	*%
Global Mailing	*	-	-	-	*
	***%**	-%	-%	-%	*%
Local Courier	*	-	-	-	*
	***%**	-%	-%	-%	*%
First Post	*	-	-	-	*
	***%**	-%	-%	-%	*%
Secured Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-
	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-
	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels.
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Freight - Better / Night	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None	**2**	2	-	-	-
	***%**	*%	-%	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other answers	**74**	24	21	12	17
	4%	*5%*	*4%*	*2%*	*3%*
		c			
NET: RM Only	**1575**	391	365	408	411
	79%	*78%*	*73%*	*82%*	*82%*
				b	b
NET: RM and other	**330**	90	109	69	63
	17%	*18%*	*22%*	*14%*	*13%*
		d	**cd**		
NET: Provider other than RM only	**93**	18	26	24	26
	5%	*4%*	*5%*	*5%*	*5%*

Columns Tested: a,b,c,d

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
None	**2**	2	-	-	-	**	-	-	-	-	-	-
	***%**	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
1 mention	**1658**	1595	42	12	9	**	63	547	369	87	30	35
	83%	*83%*	*81%*	*74%*	*77%*	**	*79%*	*87%*	*82%*	*74%*	*69%*	*58%*
		cf						**cde**	**cde**	e		
2 mentions	**265**	253	8	3	2	**	12	73	55	21	13	21
	13%	*13%*	*15%*	*17%*	*16%*	**	*15%*	*12%*	*12%*	*18%*	*29%*	*35%*
											ab	**abc**
3 mentions	**52**	50	1	1	*	**	3	10	14	8	1	3
	3%	*3%*	*3%*	*7%*	*3%*	**	*4%*	*2%*	*3%*	*7%*	*1%*	*6%*
				ab						a		a
4 mentions	**12**	11	1	*	*	**	1	2	4	*	-	*
	1%	*1%*	*2%*	*1%*	*2%*	**	*2%*	*%*	*1%*	*%*	-%	*1%*
			a				a					
5 mentions	**9**	8	-	*	*	**	*	-	4	2	-	-
	***%**	*%*	-%	*1%*	*2%*	**	*%*	-%	*1%*	*2%*	-%	-%
					b				a	a		
6 mentions	**2**	2	-	*	-	**	*	-	2	-	-	*
	***%**	*%*	-%	*1%*	-%	**	*%*	-%	*%*	-%	-%	*%*
7 mentions	*	-	*	-	-	**	*	-	-	-	-	-
	***%**	-%	*%	-%	-%	**	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
None	**2**	2	-	-	-	-	-	-	-	-	2	-	-	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
		j												
1 mention	**1658**	132	127	277	67	150	244	170	134	114	1415	76	84	84
	83%	*77%*	*84%*	*83%*	*87%*	*87%*	*79%*	*87%*	*86%*	*75%*	*82%*	*83%*	*89%*	*88%*
						afi		**afi**					**acfijk**	**afij**
2 mentions	**265**	28	22	47	8	12	55	19	20	25	237	12	8	9
	13%	*16%*	*15%*	*14%*	*10%*	*7%*	*18%*	*9%*	*13%*	*17%*	*14%*	*13%*	*8%*	*9%*
		elm		**el**			**eglm**			**elm**	**elm**			
3 mentions	**52**	7	2	4	-	8	8	7	2	8	47	4	1	1
	3%	*4%*	*1%*	*1%*	*-%*	*5%*	*3%*	*4%*	*1%*	*5%*	*3%*	*4%*	*1%*	*1%*
		l				**clm**				**clm**		**clm**		
4 mentions	**12**	2	-	2	2	-	2	*	-	2	10	1	*	1
	1%	*1%*	*-%*	*1%*	*3%*	*-%*	*1%*	**%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*
5 mentions	**9**	-	-	3	-	2	-	-	*	2	7	-	1	-
	***%**	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*	*1%*	*-%*
6 mentions	**2**	-	-	-	-	-	2	-	-	-	2	-	-	*
	***%**	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
7 mentions	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
None	**2**	2	-	-	**	-	-	-	-	-	2	-	-	-
	***%**	*1%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
		j												
1 mention	**1658**	162	102	257	**	130	275	146	139	138	1407	78	90	83
	83%	*79%*	*82%*	*82%*	**	*87%*	*80%*	*86%*	*86%*	*79%*	*82%*	*80%*	*90%*	*88%*
													acfijk	**afijk**
2 mentions	**265**	31	21	44	**	12	59	17	20	25	232	16	8	9
	13%	*15%*	*17%*	*14%*	**	*8%*	*17%*	*10%*	*12%*	*14%*	*14%*	*16%*	*8%*	*9%*
		l	l	l			**delm**				l	**elm**		
3 mentions	**52**	7	2	4	**	6	8	7	2	8	47	4	1	1
	3%	*4%*	*1%*	*1%*	**	*4%*	*2%*	*4%*	*1%*	*5%*	*3%*	*4%*	*1%*	*1%*
						l		l		**clm**		l		
4 mentions	**12**	2	-	4	**	-	*	*	-	2	10	1	*	1
	1%	*1%*	*-%*	*1%*	**	*-%*	**%*	**%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*
					fjl									
5 mentions	**9**	-	-	3	**	2	*	-	-	2	7	-	1	-
	%	*-%*	*-%*	*1%*	**	*1%*	**%*	*-%*	*-%*	*1%*	**%*	*-%*	*1%*	*-%*
6 mentions	**2**	-	-	2	**	-	-	-	-	-	2	-	-	*
	%	*-%*	*-%*	*1%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
7 mentions	*	*	-	-	**	-	-	-	-	-	*	-	-	-
	%	**%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
None	**2**	**	-	**	-	-	-	-	2	2	-	2	-	-	2
	***%**	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%	*2%*
															a
1 mention	**1658**	**	148	**	144	413	77	78	718	1332	326	1501	157	1553	105
	83%	**	*70%*	**	*90%*	*71%*	*99%*	*94%*	*90%*	*82%*	*85%*	*83%*	*86%*	*82%*	*94%*
		be		**be**	**be**		**bcdeh**	**be**	**be**						a
2 mentions	**265**	**	53	**	13	116	1	5	69	218	47	246	19	260	5
	13%	**	*25%*	**	*8%*	*20%*	*1%*	*6%*	*9%*	*13%*	*12%*	*14%*	*10%*	*14%*	*5%*
			acdfgh	f	f	**adfgh**			f					b	
3 mentions	**52**	**	8	**	3	32	-	-	9	45	8	47	5	52	-
	3%	**	*4%*	**	*2%*	*5%*	-%	-%	*1%*	*3%*	*2%*	*3%*	*3%*	*3%*	-%
			h			**dfgh**									
4 mentions	**12**	**	3	**	*	8	-	-	1	10	3	12	1	12	-
	1%	**	*1%*	**	*%	*1%*	-%	-%	*%	*1%*	*1%*	*1%*	*%	*1%*	-%
			h			h									
5 mentions	**9**	**	1	**	-	7	-	-	*	8	*	9	-	9	-
	***%**	**	*%	**	-%	*1%*	-%	-%	*%	*1%*	*%	*%	-%	*%	-%
						h									
6 mentions	**2**	**	-	**	-	2	-	-	-	2	*	2	-	2	-
	***%**	**	-%	**	-%	*%	-%	-%	-%	*%	*%	*%	-%	*%	-%
7 mentions	*	**	-	**	-	*	-	-	-	*	-	*	-	*	-
	***%**	**	-%	**	-%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
None	2	-	-	-	2	-	-	**	**	**	**	**	2	-	2	-	-
	*%	-%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	-%	-%
1 mention	1658	1052	259	319	1418	219	19	**	**	**	**	**	1637	21	722	696	241
	83%	89%	80%	69%	89%	63%	40%	**	**	**	**	**	84%	39%	96%	82%	60%
		bc	c		bcij	cj							bcj		bc	c	
2 mentions	265	108	49	105	149	102	13	**	**	**	**	**	251	14	29	120	116
	13%	9%	15%	23%	9%	29%	27%	**	**	**	**	**	13%	25%	4%	14%	29%
			a	ab		ai	ai						a	ai		a	ab
3 mentions	52	14	11	26	25	11	12	**	**	**	**	**	37	16	2	23	27
	3%	1%	3%	6%	2%	3%	25%	**	**	**	**	**	2%	29%	*%	3%	7%
			a	a		a	abi							abi		a	ab
4 mentions	12	1	6	5	5	7	*	**	**	**	**	**	12	1	*	5	7
	1%	*%	2%	1%	*%	2%	1%	**	**	**	**	**	1%	1%	*%	1%	2%
			a	a		ai											ab
5 mentions	9	2	1	6	1	6	2	**	**	**	**	**	7	2	-	1	8
	*%	*%	*%	1%	*%	2%	4%	**	**	**	**	**	*%	3%	-%	*%	2%
				a		ai	ai						a	ai			ab
6 mentions	2	-	-	2	-	-	2	**	**	**	**	**	-	2	-	-	2
	*%	-%	-%	*%	-%	-%	4%	**	**	**	**	**	-%	3%	-%	-%	*%
				a			abi							abi			b
7 mentions	*	-	-	*	-	-	-	**	**	**	**	**	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	-%	**	**	**	**	**	-%	*%	-%	-%	*%
														i			

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
None	**2**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
1 mention	**1658**	1160	649	1233	448	391	940	1126	64	**	**	**	**	**	437	**	**	**	**	**	**	**
	83%	*84%*	*75%*	*82%*	*61%*	*79%*	*80%*	*82%*	*90%*	**	**	**	**	**	*62%*	**	**	**	**	**	**	**
		bdef	d	**bd**		d	**bd**		**acd**													
2 mentions	**265**	179	161	203	221	83	183	188	4	**	**	**	**	**	212	**	**	**	**	**	**	**
	13%	*13%*	*19%*	*14%*	*30%*	*17%*	*16%*	*14%*	*6%*	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
			ac		**abcef**	a		b		b	b											
3 mentions	**52**	28	41	49	47	14	36	46	1	**	**	**	**	**	41	**	**	**	**	**	**	**
	3%	*2%*	*5%*	*3%*	*6%*	*3%*	*3%*	*3%*	*1%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
			af	a	**acef**						**abc**											
4 mentions	**12**	8	8	8	10	5	12	8	*	**	**	**	**	**	10	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
5 mentions	**9**	6	4	6	9	4	7	4	2	**	**	**	**	**	7	**	**	**	**	**	**	**
	***%**	**%*	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*2%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					c				a													
6 mentions	**2**	*	*	*	*	*	2	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	**%*	**%*	**%*	**%*	**%*	**%*	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
										a												
7 mentions	*	-	*	*	*	-	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	-%	**%*	**%*	**%*	-%	**%*	**%*	-%	**	**	**	**	**	**%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
None	2	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	*%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
1 mention	1658	424	335	312	153	**	174	113	81	75	**	261	**	155	1575	83
	83%	89%	86%	74%	76%	**	68%	71%	47%	55%	**	53%	**	77%	89%	37%
		cd	cd				cd	cd					a	a	b	
2 mentions	265	39	47	82	31	**	62	42	76	38	**	173	**	35	152	113
	13%	8%	12%	20%	15%	**	24%	26%	44%	27%	**	35%	**	17%	9%	50%
				ab	a				abd			c				a
3 mentions	52	13	4	16	17	**	18	1	10	18	**	37	**	10	36	16
	3%	3%	1%	4%	8%	**	7%	1%	6%	13%	**	8%	**	5%	2%	7%
				b	abc		b		b	bc						a
4 mentions	12	1	*	7	*	**	*	2	4	3	**	10	**	*	5	7
	1%	*%	*%	2%	*%	**	*%	2%	3%	2%	**	2%	**	*%	*%	3%
				abd					a	a		c				a
5 mentions	9	-	2	4	*	**	2	1	2	4	**	8	**	-	3	6
	*%	-%	*%	1%	*%	**	1%	1%	1%	3%	**	2%	**	-%	*%	3%
				a								c				a
6 mentions	2	-	-	-	*	**	-	-	-	-	**	*	**	-	2	*
	*%	-%	-%	-%	*%	**	-%	-%	-%	-%	**	*%	**	-%	*%	*%
7 mentions	*	-	*	-	-	**	-	-	*	-	**	*	**	-	-	*
	*%	-%	*%	-%	-%	**	-%	-%	*%	-%	**	*%	**	-%	-%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
None	**2**	-	-	-	-	-	-	-	-	-	-	-	**
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
1 mention	**1658**	1192	42	401	47	1192	42	401	47	247	1097	95	**
	83%	*82%*	*83%*	*82%* b	*19%*	*83%* b	*61%*	*83%* b	*19%*	*77%* c	*85%* **ac**	*65%*	**
2 mentions	**265**	195	9	76	145	179	24	70	151	60	151	43	**
	13%	*13%*	*17%*	*15%*	*60%* a	*13%*	*35%* a	*14%*	*61%* a	*19%* b	*12%*	*30%* **ab**	**
3 mentions	**52**	49	-	13	35	49	-	15	33	10	26	2	**
	3%	*3%*	-%	*3%*	*14%* a	*3%*	-%	*3%*	*13%* a	*3%*	*2%*	*1%*	**
4 mentions	**12**	8	-	2	8	8	1	*	10	3	8	1	**
	1%	*1%*	-%	**%*	*3%* a	*1%*	*1%*	**%*	*4%* a	*1%*	*1%*	*1%*	**
5 mentions	**9**	6	-	-	9	4	2	-	9	2	6	4	**
	***%**	**%*	-%	-%	*4%* a	**%*	*3%* a	-%	*3%* a	*1%*	**%*	*3%* b	**
6 mentions	**2**	*	-	-	*	*	-	-	*	*	*	*	**
	***%**	**%*	-%	-%	**%*	**%*	-%	-%	**%*	**%*	**%*	**%*	**
7 mentions	*	*	-	-	*	-	*	-	*	-	-	-	**
	***%**	**%*	-%	-%	**%*	-%	**%*	-%	**%*	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
None	2	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
1 mention	1658	201	565	75	**	311	296	82	**	1117	624	391	974	743	**
	83%	71%	77%	68%	**	59%	65%	47%	**	84%	75%	67%	83%	81%	**
			ac			c	c			bc	c				
2 mentions	265	68	127	24	**	163	118	64	**	176	158	148	157	126	**
	13%	24%	17%	22%	**	31%	26%	37%	**	13%	19%	25%	13%	14%	**
		b						b			a	ab			
3 mentions	52	10	33	8	**	36	34	17	**	28	41	33	34	35	**
	3%	4%	5%	7%	**	7%	7%	10%	**	2%	5%	6%	3%	4%	**
											a	a			
4 mentions	12	3	8	1	**	9	5	5	**	8	8	9	8	3	**
	1%	1%	1%	1%	**	2%	1%	3%	**	1%	1%	1%	1%	*%	**
															b
5 mentions	9	1	4	2	**	9	5	6	**	6	4	6	6	6	**
	*%	*%	1%	2%	**	2%	1%	4%	**	*%	1%	1%	1%	1%	**
				a				b							ab
6 mentions	2	*	-	*	**	*	-	-	**	*	*	-	*	-	**
	*%	*%	-%	*%	**	*%	-%	-%	**	*%	*%	-%	*%	-%	**
7 mentions	*	-	-	*	**	-	-	*	**	-	*	*	*	-	**
	*%	-%	-%	*%	**	-%	-%	*%	**	-%	*%	*%	*%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
None	2	-	-	-	-	-	-	-	-	**	**	**	2	-	2	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	-%	*%	-%	*%
1 mention	1658	257	186	242	56	50	945	752	61	**	**	**	1529	1204	1536	1195	1603
	83%	64%	64%	69%	57%	57%	82%	80%	80%	**	**	**	83%	81%	83%	79%	83%
				de					c				d		d		d
2 mentions	265	102	77	72	20	20	159	136	8	**	**	**	244	214	244	244	260
	13%	25%	27%	20%	21%	23%	14%	14%	11%	**	**	**	13%	14%	13%	16%	13%
											a					ace	
3 mentions	52	27	21	25	14	11	34	38	4	**	**	**	51	42	52	46	51
	3%	7%	7%	7%	15%	12%	3%	4%	6%	**	**	**	3%	3%	3%	3%	3%
					abc												
4 mentions	12	7	*	7	3	2	8	3	*	**	**	**	12	12	12	12	12
	1%	2%	*%	2%	3%	2%	1%	*%	*%	**	**	**	1%	1%	1%	1%	1%
		b		b	b	b					a						
5 mentions	9	8	6	6	4	4	8	8	*	**	**	**	9	7	9	8	9
	*%	2%	2%	2%	4%	4%	1%	1%	*%	**	**	**	*%	*%	*%	1%	*%
6 mentions	2	-	-	-	-	-	*	-	2	**	**	**	2	2	2	2	2
	*%	-%	-%	-%	-%	-%	*%	-%	2%	**	**	**	*%	*%	*%	*%	*%
7 mentions	*	-	-	*	*	-	-	-	-	**	**	**	*	*	*	*	*
	*%	-%	-%	*%	*%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
None	2	-	2	-	**	-	-	-	-	-	**	-	2	-	2	-
	*%	-%	*%	-%	**	-%	-%	-%	-%	-%	**	-%	1%	-%	*%	-%
1 mention	1658	868	1536	284	**	1320	58	238	1335	77	**	18	67	136	1246	271
	83%	78%	83%	70%	**	84%	72%	72%	85%	21%	**	19%	20%	61%	86%	85%
		c	ac			b			a						a	a
2 mentions	265	186	249	91	**	204	19	64	192	233	**	62	203	58	165	42
	13%	17%	13%	22%	**	13%	23%	19%	12%	63%	**	64%	61%	26%	11%	13%
		b		ab			a	b						bc		
3 mentions	52	33	52	20	**	41	2	17	35	43	**	12	40	19	27	6
	3%	3%	3%	5%	**	3%	3%	5%	2%	12%	**	13%	12%	9%	2%	2%
				b				b						bc		
4 mentions	12	12	12	5	**	8	2	3	10	8	**	3	10	6	6	*
	1%	1%	1%	1%	**	*%	2%	1%	1%	2%	**	3%	3%	3%	*%	*%
														bc		
5 mentions	9	6	9	6	**	4	-	6	2	6	**	2	6	3	6	-
	*%	1%	*%	2%	**	*%	-%	2%	*%	2%	**	2%	2%	1%	*%	-%
				b				b						c		
6 mentions	2	2	2	*	**	2	-	2	-	2	**	*	2	2	-	-
	*%	*%	*%	*%	**	*%	-%	1%	-%	*%	**	*%	1%	1%	-%	-%
								b						b		
7 mentions	*	*	*	-	**	*	-	*	-	*	**	-	*	*	-	-
	*%	*%	*%	-%	**	*%	-%	*%	-%	*%	**	-%	*%	*%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
None	**2**	-	-	2	-	2
	***%**	-%	-%	*%	-%	*%
1 mention	**1658**	131	103	1413	901	757
	83%	*49%*	*76%*	*89%*	*84%*	*82%*
			a	**ab**		
2 mentions	**265**	105	20	135	138	127
	13%	*39%*	*15%*	*9%*	*13%*	*14%*
		bc	c			
3 mentions	**52**	20	12	21	29	23
	3%	*7%*	*9%*	*1%*	*3%*	*3%*
		c	c			
4 mentions	**12**	8	*	4	2	10
	1%	*3%*	*%*	*%*	*%*	*1%*
		c				a
5 mentions	**9**	4	*	4	4	4
	***%**	*2%*	*%*	*%*	*%*	*%*
		c				
6 mentions	**2**	2	-	-	*	2
	***%**	*1%*	-%	-%	*%*	*%*
		c				
7 mentions	*	*	-	-	-	*
	***%**	*%*	-%	-%	-%	*%*

Columns Tested: a,b,c - a,b

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
None	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	***%**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
1 mention	**1658**	147	139	122	159	128	100	102	120	207	147	172	115
	83%	*82%*	*83%*	*80%*	*77%*	*72%*	*86%*	*86%*	*83%*	*88%*	*85%*	*87%*	*90%*
		e	e				**de**	**de**	e	**cde**	**de**	**de**	**acde**
2 mentions	**265**	20	23	26	42	32	12	13	20	23	22	23	11
	13%	*11%*	*14%*	*17%*	*20%*	*18%*	*10%*	*11%*	*14%*	*10%*	*13%*	*11%*	*8%*
				il	**afgijkl**	**il**							
3 mentions	**52**	8	6	2	2	11	2	2	4	6	4	1	2
	3%	*5%*	*4%*	*2%*	*1%*	*6%*	*2%*	*2%*	*3%*	*3%*	*2%*	**%*	*2%*
		dk	k			**cdk**							
4 mentions	**12**	2	-	2	*	3	*	2	*	-	1	2	*
	1%	*1%*	*-%*	*1%*	**%*	*2%*	**%*	*2%*	**%*	*-%*	**%*	*1%*	**%*
5 mentions	**9**	*	-	-	2	4	2	-	-	1	-	-	-
	***%**	**%*	*-%*	*-%*	*1%*	*2%*	*2%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
							k						
6 mentions	**2**	-	-	-	2	*	-	-	-	-	-	-	-
	***%**	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
7 mentions	*	*	-	-	-	-	-	-	-	-	-	-	-
	***%**	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
None	**2**	2	-	-	-
	***%**	*%	-%	-%	-%
1 mention	**1658**	408	387	429	434
	83%	*82%*	*77%*	*86%*	*87%*
				b	**ab**
2 mentions	**265**	69	85	55	55
	13%	*14%*	*17%*	*11%*	*11%*
			cd		
3 mentions	**52**	17	15	13	7
	3%	*3%*	*3%*	*3%*	*1%*
		d			
4 mentions	**12**	4	3	2	3
	1%	*1%*	*1%*	*%*	*1%*
5 mentions	**9**	*	8	1	-
	***%**	*%	*2%*	*%*	-%
			acd		
6 mentions	**2**	-	2	-	-
	***%**	-%	*%	-%	-%
7 mentions	*	*	-	-	-
	***%**	*%	-%	-%	-%

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 24

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Royal Mail	1772	1700	46	15	11	**	72	577	395	98	38	42
	89%	89%	88%	90%	95%	**	90%	91%	88%	83%	89%	71%
					ab			ce	e	e	e	
DPD	28	27	*	*	-	**	*	7	7	3	-	4
	1%	1%	1%	1%	-%	**	1%	1%	2%	2%	-%	6%
												ab
Hermes	20	20	*	-	-	**	*	12	2	2	-	-
	1%	1%	*%	-%	-%	**	*%	2%	*%	2%	-%	-%
DHL	20	19	1	*	-	**	1	4	1	*	1	4
	1%	1%	1%	1%	-%	**	1%	1%	*%	*%	1%	6%
												abc
APC	18	17	*	-	*	**	1	8	4	2	2	*
	1%	1%	1%	-%	1%	**	1%	1%	1%	2%	4%	1%
											b	
TNT Express	17	16	1	-	*	**	1	2	5	*	-	*
	1%	1%	2%	-%	1%	**	1%	*%	1%	*%	-%	1%
Parcelforce	17	16	*	*	-	**	*	6	2	2	-	2
	1%	1%	1%	1%	-%	**	1%	1%	1%	2%	-%	3%
												b
UPS	13	12	*	1	-	**	1	5	1	*	-	*
	1%	1%	1%	4%	-%	**	1%	1%	*%	*%	-%	*%
				abdf								
UK Mail	10	10	*	-	-	**	*	2	-	4	-	*
	*%	1%	*%	-%	-%	**	*%	*%	-%	3%	-%	*%
										abe		
FedEx	7	7	1	*	-	**	1	2	2	-	*	3
	*%	*%	1%	*%	-%	**	1%	*%	*%	-%	*%	4%
			a									abc
Pitney Bowes	6	6	*	*	-	**	*	-	-	2	*	2
	*%	*%	*%	1%	-%	**	*%	-%	-%	2%	*%	3%
										ab		ab
DX	5	5	*	-	-	**	*	1	-	1	-	-
	*%	*%	*%	-%	-%	**	*%	*%	-%	*%	-%	-%
Interparcel	5	5	-	-	-	**	-	-	2	3	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	2%	-%	-%
										ab		
Amazon	3	3	-	-	-	**	-	-	3	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	1%	-%	-%	-%
Neo Post	3	2	*	*	-	**	*	-	2	-	-	-
	*%	*%	*%	1%	-%	**	*%	-%	1%	-%	-%	-%
				a								
Parcels to go	2	2	-	-	-	**	-	-	2	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	-%
Interlink / Interlink Express / Direct	2	2	-	-	-	**	-	-	-	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Postal Sort	1	1	*	-	*	**	*	-	-	-	*	*
	*%	*%	*%	-%	1%	**	*%	-%	-%	-%	*%	*%
			a		a							
Collect Plus	1	1	-	-	-	**	-	-	1	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	-%
Fastway Couriers	*	*	-	-	-	**	-	-	*	-	-	-
	*%	*%	-%	-%	-%	**	-%	-%	*%	-%	-%	-%
Yodel	*	-	*	-	-	**	*	-	-	-	-	-
	*%	-%	*%	-%	-%	**	*%	-%	-%	-%	-%	-%
Local Courier	*	-	-	*	-	**	*	-	-	-	-	*
	*%	-%	-%	*%	-%	**	*%	-%	-%	-%	-%	*%
				a								
First Post	*	-	*	-	-	**	*	-	-	-	-	-
	*%	-%	*%	-%	-%	**	*%	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Priority Express	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
None	**2**	2	-	-	-	**	-	-	-	-	-	-
	***%**	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Other answers	**50**	48	1	*	*	**	2	7	19	2	2	2
	2%	*2%*	*3%*	*1%*	*2%*	**	*2%*	*1%*	*4%*	*2%*	*4%*	*4%*
									a			a
NET: RM Only	**1772**	1700	46	15	11	**	72	577	395	98	38	42
	89%	*89%*	*88%*	*90%*	*95%*	**	*90%*	*91%*	*88%*	*83%*	*89%*	*71%*
					ab			**ce**	e	e	e	
NET: Provider other than RM only	**226**	218	6	2	1	**	8	55	53	20	5	17
	11%	*11%*	*12%*	*10%*	*5%*	**	*10%*	*9%*	*12%*	*17%*	*11%*	*29%*
			d							a		**abcd**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Royal Mail	**1772**	154	128	312	72	145	263	180	134	127	1515	84	88	85
	89%	*89%*	*85%*	*94%*	*93%*	*84%*	*85%*	*92%*	*86%*	*84%*	*88%*	*91%*	*94%*	*90%*
				befhij				f				**efi**	**befhij**	
DPD	**28**	*	2	4	-	-	9	*	5	6	26	*	-	2
	1%	**%*	*1%*	*1%*	*-%*	*-%*	*3%*	**%*	*3%*	*4%*	*2%*	**%*	*-%*	*2%*
							gkl		**egkl**	**aegkl**				l
Hermes	**20**	*	2	2	-	2	4	-	4	6	19	-	*	1
	1%	**%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	*2%*	*4%*	*1%*	*-%*	*1%*	*1%*
									k	**acgjkl**				
DHL	**20**	*	-	8	-	2	4	2	*	2	18	1	*	1
	1%	**%*	*-%*	*2%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*
				l										
APC	**18**	2	4	*	2	6	2	-	2	-	17	1	*	-
	1%	*1%*	*2%*	**%*	*2%*	*3%*	*1%*	*-%*	*1%*	*-%*	*1%*	*1%*	**%*	*-%*
			clm		**clm**	**cfgjlm**								
TNT Express	**17**	*	3	2	-	2	7	-	2	*	16	*	1	*
	1%	**%*	*2%*	*1%*	*-%*	*1%*	*2%*	*-%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*
							k							
Parcelforce	**17**	*	-	*	-	2	5	2	3	2	14	1	1	1
	1%	**%*	*-%*	**%*	*-%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*
							c		c					
UPS	**13**	2	-	-	2	-	*	2	2	-	9	2	1	1
	1%	*1%*	*-%*	*-%*	*2%*	*-%*	**%*	*1%*	*1%*	*-%*	*1%*	*3%*	*1%*	*1%*
					cf							**cfj**		
UK Mail	**10**	-	6	-	-	2	2	-	-	-	10	-	-	-
	****%***	*-%*	*4%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
			acfghijk lm											
FedEx	**7**	*	-	2	-	-	2	2	-	*	7	-	1	-
	****%***	**%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	**%*	**%*	*-%*	*1%*	*-%*
Pitney Bowes	**6**	-	-	2	-	-	2	2	-	-	6	-	-	*
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
DX	**5**	2	-	-	-	2	-	-	-	-	4	1	-	1
	****%***	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*
Interparcel	**5**	3	-	-	-	-	-	2	-	-	5	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
		cfjklm												
Amazon	**3**	-	3	-	-	-	-	-	-	-	3	-	-	-
	****%***	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
			cfjklm											
Neo Post	**3**	-	-	*	-	-	2	-	-	-	2	1	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Parcels to go	**2**	-	-	-	-	-	-	2	-	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
								j						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	2000	172	151	334	77	172	310	196	157	151	1720	92	94	95
Interlink / Interlink Express / Direct	2	-	-	-	-	2	-	-	-	-	2	-	-	-
	*%	-%	-%	-%	-%	*1%* j	-%	-%	-%	-%	*%	-%	-%	-%
Postal Sort	1	-	-	-	-	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j
Collect Plus	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j	-%
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*1%* j
Yodel	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Local Courier	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**2**	2	-	-	-	-	-	-	-	-	2	-	-	-
	***%**	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
		j												
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**50**	6	4	2	2	8	9	2	4	8	46	1	1	2
	2%	*3%*	*3%*	*1%*	*3%*	*5%*	*3%*	*1%*	*3%*	*6%*	*3%*	*1%*	*1%*	*2%*
		c				**cgkl**				**cgklm**				
NET: RM Only	**1772**	154	128	312	72	145	263	180	134	127	1515	84	88	85
	89%	*89%*	*85%*	*94%*	*93%*	*84%*	*85%*	*92%*	*86%*	*84%*	*88%*	*91%*	*94%*	*90%*
				befhij				f				**efi**	**befhij**	
NET: Provider other than RM only	**226**	16	23	22	6	27	47	16	22	24	203	8	5	10
	11%	*9%*	*15%*	*6%*	*7%*	*16%*	*15%*	*8%*	*14%*	*16%*	*12%*	*9%*	*6%*	*10%*
			cl			**ckl**	**cgkl**		**cl**	**ckl**	**cl**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Royal Mail	**1772**	183	102	290	**	126	298	155	139	151	1504	88	95	85
	89%	*89%*	*82%*	*92%*	**	*84%*	*87%*	*92%*	*86%*	*86%*	*88%*	*90%*	*95%*	*90%*
				be				b					**befhijk**	
DPD	**28**	*	2	2	**	-	11	*	5	6	26	*	-	2
	1%	**%*	*1%*	*1%*	**	*-%*	*3%*	**%*	*3%*	*3%*	*2%*	**%*	*-%*	*2%*
							acegkl		**kl**	**acegkl**				l
Hermes	**20**	*	2	2	**	2	4	-	4	6	19	-	*	1
	1%	**%*	*1%*	*1%*	**	*1%*	*1%*	*-%*	*2%*	*3%*	*1%*	*-%*	**%*	*1%*
									k	**acgjkl**				
DHL	**20**	-	-	8	**	2	4	2	*	2	18	1	*	1
	1%	*-%*	*-%*	*2%*	**	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*
				l										
APC	**18**	4	4	*	**	6	*	-	2	-	17	1	*	-
	1%	*2%*	*3%*	**%*	**	*4%*	**%*	*-%*	*1%*	*-%*	*1%*	*1%*	**%*	*-%*
		fm	**cfilm**		**cflm**	**cfgijklm**								
TNT Express	**17**	*	3	2	**	2	7	-	2	*	16	*	1	*
	1%	**%*	*2%*	*1%*	**	*1%*	*2%*	*-%*	*1%*	**%*	*1%*	**%*	*1%*	*1%*
			k											
Parcelforce	**17**	*	-	2	**	2	3	2	3	2	14	1	1	1
	1%	**%*	*-%*	*1%*	**	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*
UPS	**13**	2	2	-	**	-	2	*	-	*	9	2	1	1
	1%	*1%*	*2%*	*-%*	**	*-%*	*1%*	**%*	*-%*	**%*	*1%*	*2%*	*1%*	*1%*
			c		**cj**							**cj**		
UK Mail	**10**	*	6	-	**	2	2	-	-	-	10	-	-	-
	****%***	**%*	*5%*	*-%*	**	*1%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
			acfghijk lm											
FedEx	**7**	*	-	2	**	-	2	2	-	*	7	-	1	-
	****%***	**%*	*-%*	*1%*	**	*-%*	*1%*	*1%*	*-%*	**%*	**%*	*-%*	*1%*	*-%*
Pitney Bowes	**6**	-	-	2	**	-	2	2	-	-	6	-	-	*
	****%***	*-%*	*-%*	*1%*	**	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
DX	**5**	2	-	-	**	2	-	-	-	-	4	1	-	1
	****%***	*1%*	*-%*	*-%*	**	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*
Interparcel	**5**	3	-	-	**	-	-	2	-	-	5	-	-	-
	****%***	*1%*	*-%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
		j												
Amazon	**3**	3	-	-	**	-	-	-	-	-	3	-	-	-
	****%***	*1%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
		j												
Neo Post	**3**	-	-	*	**	-	2	-	-	-	2	1	-	-
	****%***	*-%*	*-%*	**%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
Parcels to go	**2**	-	-	-	**	-	-	2	-	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
								j						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	2000	205	124	313	66	150	342	170	161	175	1707	99	100	94
Interlink / Interlink Express / Direct	2	-	-	-	**	2	-	-	-	-	2	-	-	-
	*%	-%	-%	-%	**	1% j	-%	-%	-%	-%	*%	-%	-%	-%
Postal Sort	1	-	-	-	**	-	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	1% j
Collect Plus	1	-	-	-	**	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	1% j	-%
Fastway Couriers	*	-	-	-	**	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	1% j
Yodel	*	-	-	-	**	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*%
Local Courier	*	-	-	-	**	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	*%	-%
First Post	*	-	-	-	**	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Global Mailing	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**2**	2	-	-	**	-	-	-	-	-	2	-	-	-
	***%**	*1%*	-%	-%	**	-%	-%	-%	-%	-%	*%	-%	-%	-%
		j												
Don't know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**50**	6	4	4	**	6	4	2	6	8	43	3	1	2
	2%	*3%*	*3%*	*1%*	**	*4%*	*1%*	*1%*	*4%*	*5%*	*3%*	*4%*	*1%*	*2%*
										fl				
NET: RM Only	**1772**	183	102	290	**	126	298	155	139	151	1504	88	95	85
	89%	*89%*	*82%*	*92%*	**	*84%*	*87%*	*92%*	*86%*	*86%*	*88%*	*90%*	*95%*	*90%*
				be				b					**befhijk**	
NET: Provider other than RM only	**226**	21	22	24	**	24	43	14	22	24	201	10	5	10
	11%	*10%*	*18%*	*8%*	**	*16%*	*13%*	*8%*	*14%*	*14%*	*12%*	*10%*	*5%*	*10%*
			cgl			**cl**	l		l	l	l	l		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Royal Mail	1772	**	154	**	151	467	77	80	759	1416	356	1604	169	1670	102
	89%	**	*72%*	**	*94%*	*81%*	*99%*	*97%*	*95%*	*88%*	*93%*	*88%*	*93%*	*88%*	*91%*
		be		b	be	b	bce	be	be		a		a		
DPD	28	**	6	**	-	20	-	-	2	23	5	22	5	27	*
	1%	**	*3%*	**	*-%*	*3%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	*3%*	*1%*	**%*
			dh			dh							a		
Hermes	20	**	-	**	-	16	*	-	4	17	3	20	*	20	-
	1%	**	*-%*	**	*-%*	*3%*	*1%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*-%*
						bdh									
DHL	20	**	6	**	-	6	-	-	5	15	5	20	-	20	-
	1%	**	*3%*	**	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*-%*
			dh	defgh											
APC	18	**	6	**	1	7	-	-	4	18	-	18	*	18	-
	1%	**	*3%*	**	**%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*
			h							b					
TNT Express	17	**	4	**	2	7	-	-	2	16	1	17	-	14	3
	1%	**	*2%*	**	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*	*1%*	*-%*	*1%*	*3%*
			h			h									
Parcelforce	17	**	6	**	-	8	*	-	2	16	1	16	1	15	2
	1%	**	*3%*	**	*-%*	*1%*	**%*	*-%*	**%*	*1%*	**%*	*1%*	**%*	*1%*	*2%*
			dh			h									
UPS	13	**	3	**	1	6	-	-	1	10	3	12	1	12	1
	1%	**	*2%*	**	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*
			h			h									
UK Mail	10	**	2	**	-	6	-	-	2	10	-	10	-	10	-
	**%*	**	*1%*	**	*-%*	*1%*	*-%*	*-%*	**%*	*1%*	*-%*	*1%*	*-%*	*1%*	*-%*
FedEx	7	**	4	**	*	1	-	-	2	7	*	7	-	7	-
	**%*	**	*2%*	**	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*
			eh												
Pitney Bowes	6	**	*	**	2	2	-	-	2	4	2	6	*	6	-
	**%*	**	**%*	**	*1%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*
					h										
DX	5	**	-	**	-	4	-	-	1	5	1	5	-	5	-
	**%*	**	*-%*	**	*-%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*
Interparcel	5	**	5	**	-	-	-	-	-	3	2	5	-	5	-
	**%*	**	*2%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*
			eh												
Amazon	3	**	-	**	-	3	-	-	-	3	-	3	-	3	-
	**%*	**	*-%*	**	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*
						h									
Neo Post	3	**	-	**	1	2	-	-	*	3	*	3	*	3	-
	**%*	**	*-%*	**	**%*	**%*	*-%*	*-%*	**%*	**%*	**%*	**%*	**%*	**%*	*-%*
Parcels to go	2	**	-	**	-	2	-	-	-	2	-	-	2	2	-
	**%*	**	*-%*	**	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*	*-%*
													a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Interlink / Interlink Express / Direct	2	**	2	**	-	-	-	-	-	2	-	2	-	2	-
	*%	**	*1%*	**	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%
			eh												
Postal Sort	1	**	-	**	*	-	*	1	*	1	*	*	1	1	-
	*%	**	-%	**	*%	-%	*%	*1%*	*%	*%	*%	*%	*%	*%	-%
								h					a		
Collect Plus	1	**	-	**	-	1	-	-	-	1	-	1	-	1	-
	*%	**	-%	**	-%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%
Fastway Couriers	*	**	*	**	-	-	-	-	-	*	-	*	-	*	-
	*%	**	*%	**	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%
Yodel	*	**	-	**	-	*	-	-	-	-	*	-	*	*	-
	*%	**	-%	**	-%	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%
Local Courier	*	**	*	**	-	-	-	-	-	*	-	*	-	*	-
	*%	**	*%	**	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%
First Post	*	**	-	**	-	-	-	*	-	*	-	*	-	*	-
	*%	**	-%	**	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Secured Mail	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Global Mailing	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**2**	**	-	**	-	-	-	-	2	2	-	2	-	-	2
	***%**	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%	*2%*
															a
Don't know	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**50**	**	13	**	2	20	*	2	10	44	6	46	3	48	2
	2%	**	*6%*	**	*1%*	*3%*	*%*	*2%*	*1%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*
			dfh			h									
NET: RM Only	**1772**	**	154	**	151	467	77	80	759	1416	356	1604	169	1670	102
	89%	**	*72%*	**	*94%*	*81%*	*99%*	*97%*	*95%*	*88%*	*93%*	*88%*	*93%*	*88%*	*91%*
		be		b	**be**	b	**bce**	**be**	**be**		a		a		
NET: Provider other than RM only	**226**	**	59	**	9	111	1	3	37	198	28	213	13	218	8
	11%	**	*28%*	**	*6%*	*19%*	*1%*	*3%*	*5%*	*12%*	*7%*	*12%*	*7%*	*12%*	*7%*
			acdefgh	f		**adfgh**				b		b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Royal Mail	1772	1078	292	375	1483	252	31	**	**	**	**	**	1734	38	726	757	289
	89%	92%	90%	81%	93%	73%	64%	**	**	**	**	**	89%	68%	96%	90%	72%
		c	c		bcij								bcj		bc	c	
DPD	28	4	4	18	14	10	4	**	**	**	**	**	24	4	3	11	14
	1%	*%	1%	4%	1%	3%	8%	**	**	**	**	**	1%	7%	*%	1%	3%
				ab		ai	abi							ai			ab
Hermes	20	8	2	10	12	6	2	**	**	**	**	**	18	2	4	8	8
	1%	1%	1%	2%	1%	2%	4%	**	**	**	**	**	1%	4%	1%	1%	2%
				a			ai							ai			a
DHL	20	13	4	3	16	4	-	**	**	**	**	**	20	*	4	12	4
	1%	1%	1%	1%	1%	1%	-%	**	**	**	**	**	1%	*%	1%	1%	1%
APC	18	6	1	9	5	11	2	**	**	**	**	**	16	2	1	4	13
	1%	*%	*%	2%	*%	3%	4%	**	**	**	**	**	1%	4%	*%	*%	3%
				ab		ai	ai						a	ai			ab
TNT Express	17	5	2	8	4	8	5	**	**	**	**	**	12	5	2	2	13
	1%	*%	1%	2%	*%	2%	10%	**	**	**	**	**	1%	9%	*%	*%	3%
				a		ai	abi							abi			ab
Parcelforce	17	5	4	8	5	12	*	**	**	**	**	**	17	*	2	2	12
	1%	*%	1%	2%	*%	3%	*%	**	**	**	**	**	1%	*%	*%	*%	3%
				a		ai							a				ab
UPS	13	9	4	*	9	4	*	**	**	**	**	**	12	*	4	5	4
	1%	1%	1%	*%	1%	1%	1%	**	**	**	**	**	1%	1%	1%	1%	1%
			c														
UK Mail	10	4	2	4	2	8	-	**	**	**	**	**	10	-	-	2	8
	*%	*%	1%	1%	*%	2%	-%	**	**	**	**	**	1%	-%	-%	*%	2%
						ai											ab
FedEx	7	4	1	3	2	5	*	**	**	**	**	**	7	*	-	2	5
	*%	*%	*%	1%	*%	1%	*%	**	**	**	**	**	*%	*%	-%	*%	1%
						ai											ab
Pitney Bowes	6	6	-	-	6	-	-	**	**	**	**	**	6	-	*	6	-
	*%	1%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	1%	-%
																a	
DX	5	2	3	1	4	1	-	**	**	**	**	**	5	-	-	4	1
	*%	*%	1%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
Interparcel	5	-	-	5	2	3	-	**	**	**	**	**	5	-	-	2	3
	*%	-%	-%	1%	*%	1%	-%	**	**	**	**	**	*%	-%	-%	*%	1%
				a		a											a
Amazon	3	-	-	3	3	-	-	**	**	**	**	**	3	-	-	3	-
	*%	-%	-%	1%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
				a													
Neo Post	3	*	-	3	2	1	-	**	**	**	**	**	3	-	-	2	1
	*%	*%	-%	1%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
				a													
Parcels to go	2	-	2	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	*%	-%	1%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
			a														

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Interlink / Interlink Express / Direct	**2**	2	-	-	2	-	-	**	**	**	**	**	2	-	2	-	-
	*%	*%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	-%	-%
Postal Sort	**1**	*	1	*	*	1	-	**	**	**	**	**	1	-	-	*	1
	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
Collect Plus	**1**	-	1	-	1	-	-	**	**	**	**	**	1	-	-	1	-
	*%	-%	*%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
Fastway Couriers	*	*	-	-	-	*	-	**	**	**	**	**	*	-	-	-	*
	*%	*%	-%	-%	-%	*%	-%	**	**	**	**	**	*%	-%	-%	-%	*%
Yodel	*	-	-	*	-	-	*	**	**	**	**	**	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%	**	**	**	**	**	-%	*%	-%	-%	*%
Local Courier	*	-	-	-	*	-	-	**	**	**	**	**	*	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
First Post	*	-	-	*	*	-	-	**	**	**	**	**	*	-	-	*	-
	*%	-%	-%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
Secured Mail	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
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Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Haynes	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
None	**2**	-	-	-	2	-	-	**	**	**	**	**	2	-	2	-	-
	***%**	-%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	-%	-%
Don't know	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Other answers	**50**	30	5	14	25	21	4	**	**	**	**	**	46	4	4	20	25
	2%	*3%*	*2%*	*3%*	*2%*	*6%*	*8%*	**	**	**	**	**	*2%*	*7%*	*1%*	*2%*	*6%*
						ai	**ai**							**ai**		a	**ab**
NET: RM Only	**1772**	1078	292	375	1483	252	31	**	**	**	**	**	1734	38	726	757	289
	89%	*92%*	*90%*	*81%*	*93%*	*73%*	*64%*	**	**	**	**	**	*89%*	*68%*	*96%*	*90%*	*72%*
		c	c		**bcij**								**bcj**		**bc**	c	
NET: Provider other than RM only	**226**	99	33	88	115	94	17	**	**	**	**	**	208	18	27	88	112
	11%	*8%*	*10%*	*19%*	*7%*	*27%*	*36%*	**	**	**	**	**	*11%*	*32%*	*4%*	*10%*	*28%*
				ab		**ai**	**ai**						a	**ai**		a	**ab**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Royal Mail	**1772**	1259	759	1353	557	437	1040	1231	65	**	**	**	**	**	540	**	**	**	**	**	**	**
	89%	*91%*	*88%*	*90%*	*76%*	*88%*	*88%*	*90%*	*92%*	**	**	**	**	**	*76%*	**	**	**	**	**	**	**
		bdef	d	d		d	d			a												
DPD	**28**	13	16	16	23	4	15	16	-	**	**	**	**	**	21	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*3%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
			a		**acef**																	
Hermes	**20**	8	7	12	17	4	14	10	2	**	**	**	**	**	15	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
					abce																	
DHL	**20**	9	8	11	16	6	12	9	2	**	**	**	**	**	16	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*3%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
					abcf				a													
APC	**18**	8	8	14	18	4	10	13	-	**	**	**	**	**	17	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
					abcef																	
TNT Express	**17**	7	11	11	15	7	12	11	*	**	**	**	**	**	13	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
			a		**ac**	a																
Parcelforce	**17**	7	7	9	17	5	10	9	-	**	**	**	**	**	17	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
					abcf																	
UPS	**13**	4	6	6	10	5	9	6	*	**	**	**	**	**	9	**	**	**	**	**	**	**
	1%	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					ac	a																
UK Mail	**10**	6	6	8	10	4	10	8	*	**	**	**	**	**	10	**	**	**	**	**	**	**
	%	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					ac																	
FedEx	**7**	5	3	5	5	*	5	5	-	**	**	**	**	**	5	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Pitney Bowes	**6**	*	*	*	2	2	4	*	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
						ac	**ac**															
DX	**5**	5	3	5	4	*	3	4	1	**	**	**	**	**	4	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	*1%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Interparcel	**5**	2	2	2	5	2	5	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
					ac																	
Amazon	**3**	3	-	3	-	-	-	3	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*-%*	*%*	*-%*	*-%*	*-%*	*%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Neo Post	**3**	3	3	3	2	2	1	2	1	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Parcels to go	**2**	2	-	2	2	-	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*-%*	*%*	*%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	**2**	2	-	2	-	-	2	2	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*-%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Postal Sort	**1**	1	1	1	-	*	1	1	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Collect Plus	**1**	1	-	1	1	1	1	1	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	*%	-%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Fastway Couriers	*	-	-	-	*	*	*	-	-	**	**	**	**	**	*	**	**	**	**	**	**	**
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Yodel	*	*	*	*	*	-	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
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Local Courier	*	-	-	-	*	-	-	-	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
First Post	*	*	*	*	-	*	*	*	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	*%	*%	*%	-%	*%	*%	*%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Secured Mail	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
One Post	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
ENC	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fast Track	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Tuffnels	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Euro	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
UK / British Mail	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
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Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Priority Express	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Business Post	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Legal Post	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
AJG Parcels	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcel Line	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
DHS	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Pallet Lines	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**2**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	**50**	37	21	37	33	13	25	37	*	**	**	**	**	**	31	**	**	**	**	**	**	**
	***2%**	*3%*	*2%*	*2%*	*5%*	*3%*	*2%*	*3%*	**%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
					abcf																	
NET: RM Only	**1772**	1259	759	1353	557	437	1040	1231	65	**	**	**	**	**	540	**	**	**	**	**	**	**
	***89%**	*91%*	*88%*	*90%*	*76%*	*88%*	*88%*	*90%*	*92%*	**	**	**	**	**	*76%*	**	**	**	**	**	**	**
		bdef	d	d		d	d			a												
NET: Provider other than RM only	**226**	122	103	148	178	59	140	141	5	**	**	**	**	**	166	**	**	**	**	**	**	**
	***11%**	*9%*	*12%*	*10%*	*24%*	*12%*	*12%*	*10%*	*8%*	**	**	**	**	**	*24%*	**	**	**	**	**	**	**
			a		**abcef**	a	a	c														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Royal Mail	**1772**	435	356	370	180	**	228	124	116	86	**	333	**	193	1772	-
	89%	*91%*	*92%*	*88%*	*89%*	**	*89%*	*77%*	*66%*	*63%*	**	*68%*	**	*96%*	*100%*	*-%*
							bcd	**cd**						**ab**	b	
DPD	**28**	4	1	8	4	**	-	-	10	11	**	20	**	1	-	28
	1%	*1%*	**%*	*2%*	*2%*	**	*-%*	*-%*	*6%*	*8%*	**	*4%*	**	**%*	*-%*	*12%*
				b	b				**ab**	**ab**		c	c			a
Hermes	**20**	5	-	4	4	**	8	1	2	6	**	13	**	2	-	20
	1%	*1%*	*-%*	*1%*	*2%*	**	*3%*	*1%*	*1%*	*4%*	**	*3%*	**	*1%*	*-%*	*9%*
					b					b			c			a
DHL	**20**	2	3	4	2	**	4	2	7	2	**	10	**	4	-	20
	1%	**%*	*1%*	*1%*	*1%*	**	*2%*	*1%*	*4%*	*2%*	**	*2%*	**	*2%*	*-%*	*9%*
																a
APC	**18**	6	4	4	1	**	-	3	9	6	**	18	**	-	-	18
	1%	*1%*	*1%*	*1%*	**%*	**	*-%*	*2%*	*5%*	*4%*	**	*4%*	**	*-%*	*-%*	*8%*
								a	a	a		c				a
TNT Express	**17**	2	6	3	*	**	-	7	3	5	**	14	**	*	-	17
	1%	**%*	*2%*	*1%*	**%*	**	*-%*	*5%*	*1%*	*4%*	**	*3%*	**	**%*	*-%*	*8%*
			d					a		a		c				a
Parcelforce	**17**	4	-	3	2	**	5	3	4	4	**	17	**	-	-	17
	1%	*1%*	*-%*	*1%*	*1%*	**	*2%*	*2%*	*2%*	*3%*	**	*3%*	**	*-%*	*-%*	*7%*
												c				a
UPS	**13**	3	*	2	1	**	2	2	1	4	**	9	**	*	-	13
	1%	*1%*	**%*	**%*	**%*	**	*1%*	*2%*	**%*	*3%*	**	*2%*	**	**%*	*-%*	*6%*
										c		c				a
UK Mail	**10**	2	2	-	2	**	2	2	2	4	**	10	**	-	-	10
	****%***	**%*	**%*	*-%*	*1%*	**	*1%*	*1%*	*1%*	*3%*	**	*2%*	**	*-%*	*-%*	*4%*
					c							c				a
FedEx	**7**	-	2	*	3	**	-	*	2	3	**	5	**	*	-	7
	****%***	*-%*	**%*	**%*	*2%*	**	*-%*	**%*	*1%*	*2%*	**	*1%*	**	**%*	*-%*	*3%*
					ac					a						a
Pitney Bowes	**6**	-	-	*	*	**	2	-	-	-	**	-	**	-	-	6
	****%***	*-%*	*-%*	**%*	**%*	**	*1%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*3%*
													ac			a
DX	**5**	2	-	2	1	**	2	-	2	-	**	2	**	*	-	5
	****%***	**%*	*-%*	**%*	*1%*	**	*1%*	*-%*	*1%*	*-%*	**	**%*	**	**%*	*-%*	*2%*
													ac			a
Interparcel	**5**	-	-	2	-	**	-	-	2	-	**	5	**	-	-	5
	****%***	*-%*	*-%*	**%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	**	*1%*	**	*-%*	*-%*	*2%*
																a
Amazon	**3**	-	3	-	-	**	-	-	-	-	**	-	**	-	-	3
	****%***	*-%*	*1%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*1%*
																a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Neo Post	3 *%	* *%	- -%	2 *%	1 *%	** **	* *%	- -%	2 1%	- -%	** **	2 *%	** **	- -%	- -%	3 1% a
Parcels to go	2 *%	2 *%	- -%	- -%	- -%	** **	- -%	2 1%	- -%	- -%	** **	2 *%	** **	- -%	- -%	2 1% a
Interlink / Interlink Express / Direct	2 *%	- -%	- -%	2 *%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	2 1% a
Postal Sort	1 *%	* *%	- -%	1 *%	* *%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	1 *% a
Collect Plus	1 *%	1 *%	- -%	- -%	- -%	** **	- -%	1 *%	- -%	- -%	** **	1 *%	** **	- -%	- -%	1 *% a
Fastway Couriers	* *%	- -%	- -%	- -%	- -%	** **	- -%	- -%	* *%	- -%	** **	* *%	** **	- -%	- -%	* *%
Yodel	* *%	- -%	- -%	- -%	* *%	** **	- -%	- -%	- -%	* *%	** **	* *%	** **	- -%	- -%	* *%
Local Courier	* *%	- -%	- -%	- -%	- -%	** **	* *%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	* *%
First Post	* *%	- -%	* *%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	* *%
Secured Mail	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
Eagle Couriers	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
Lynx	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
One Post	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
Wey Group International	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%
ENC	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Fast Track	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Tuffnels	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Euro	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
UK / British Mail	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Global Mailing	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Haynes	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Priority Express	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Business Post	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Legal Post	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
AJG Parcels	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcel Line	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Coopers Carriers	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
DHS	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Securicor	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Citipost	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Pallet Lines	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
None	2	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	*%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Don't know	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Other answers	50	10	12	15	1	**	3	13	13	5	**	29	**	*	-	50
	2%	2%	3%	4%	*%	**	1%	8%	7%	4%	**	6%	**	*%	-%	22%
		d	d	d				a	a			c	c			a
NET: RM Only	1772	435	356	370	180	**	228	124	116	86	**	333	**	193	1772	-
	89%	91%	92%	88%	89%	**	89%	77%	66%	63%	**	68%	**	96%	100%	-%
							bcd	cd						ab	b	
NET: Provider other than RM only	226	42	32	51	21	**	28	36	59	51	**	156	**	8	-	226
	11%	9%	8%	12%	11%	**	11%	23%	34%	37%	**	32%	**	4%	-%	100%
								a	ab	ab		c	c			a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Royal Mail	**1772**	1352	*	486	71	1344	9	482	75	285	1185	117	**
	89%	*93%*	*%*	*99%*	*29%*	*94%*	*12%*	*99%*	*30%*	*88%*	*92%*	*81%*	**
		b		b		b		b		c	**ac**		
DPD	**28**	13	4	-	23	10	6	2	21	3	11	1	**
	1%	*1%*	*8%*	*-%*	*9%*	*1%*	*9%*	*%*	*8%*	*1%*	*1%*	*1%*	**
			a		a		a		a				
Hermes	**20**	10	2	-	17	10	2	-	17	6	5	4	**
	1%	*1%*	*4%*	*-%*	*7%*	*1%*	*3%*	*-%*	*7%*	*2%*	*%*	*2%*	**
			a		a		a		a	b		b	
DHL	**20**	7	4	-	16	7	4	-	16	3	8	4	**
	1%	*%*	*7%*	*-%*	*7%*	*%*	*5%*	*-%*	*6%*	*1%*	*1%*	*3%*	**
			a		a		a		a			b	
APC	**18**	14	-	-	18	12	2	-	18	4	8	3	**
	1%	*1%*	*-%*	*-%*	*7%*	*1%*	*3%*	*-%*	*7%*	*1%*	*1%*	*2%*	**
					a				a				
TNT Express	**17**	9	2	-	15	9	2	-	15	4	5	5	**
	1%	*1%*	*4%*	*-%*	*6%*	*1%*	*3%*	*-%*	*6%*	*1%*	*%*	*3%*	**
			a		a		a		a	b		b	
Parcelforce	**17**	5	4	4	13	4	6	-	17	4	6	3	**
	1%	*%*	*9%*	*1%*	*5%*	*%*	*8%*	*-%*	*7%*	*1%*	*%*	*2%*	**
			a		a		a		a			b	
UPS	**13**	6	*	-	10	6	*	-	10	*	4	*	**
	1%	*%*	*%*	*-%*	*4%*	*%*	*%*	*-%*	*4%*	*%*	*%*	*%*	**
					a				a				
UK Mail	**10**	4	4	-	10	4	4	-	10	-	6	-	**
	%	*%*	*8%*	*-%*	*4%*	*%*	*6%*	*-%*	*4%*	*-%*	*%*	*-%*	**
			a		a		a		a				
FedEx	**7**	5	1	-	5	4	1	-	5	1	5	*	**
	%	*%*	*2%*	*-%*	*2%*	*%*	*1%*	*-%*	*2%*	*%*	*%*	*%*	**
					a				a				
Pitney Bowes	**6**	-	*	-	2	-	*	-	2	*	*	-	**
	%	*-%*	*1%*	*-%*	*1%*	*-%*	*%*	*-%*	*1%*	*%*	*%*	*-%*	**
			a		a		a						
DX	**5**	4	1	*	4	2	3	*	4	1	5	*	**
	%	*%*	*2%*	*%*	*2%*	*%*	*4%*	*%*	*2%*	*%*	*%*	*%*	**
			a		a		a		a				
Interparcel	**5**	2	-	-	5	2	-	-	5	2	2	-	**
	%	*%*	*-%*	*-%*	*2%*	*%*	*-%*	*-%*	*2%*	*1%*	*%*	*-%*	**
					a				a				
Amazon	**3**	-	3	-	-	-	3	-	-	3	-	-	**
	%	*-%*	*6%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*1%*	*-%*	*-%*	**
			a				a			b			

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Neo Post	**3**	-	3	-	2	-	3	-	2	1	3	2	**
	***%**	-%	*5%*	-%	*1%*	-%	*4%*	-%	*1%*	*%	*%	*1%*	**
			a		a		a		a			b	
Parcels to go	**2**	-	2	-	2	-	2	-	2	2	2	-	**
	***%**	-%	*4%*	-%	*1%*	-%	*3%*	-%	*1%*	*1%*	*%	-%	**
			a		a		a		a				
Interlink / Interlink Express / Direct	**2**	-	2	-	-	-	2	-	-	-	2	-	**
	***%**	-%	*4%*	-%	-%	-%	*3%*	-%	-%	-%	*%	-%	**
			a				a						
Postal Sort	**1**	-	1	-	-	-	1	-	-	-	1	-	**
	***%**	-%	*2%*	-%	-%	-%	*1%*	-%	-%	-%	*%	-%	**
			a				a						
Collect Plus	**1**	1	-	-	1	1	-	-	1	-	1	-	**
	***%**	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%	**
Fastway Couriers	*	-	-	-	*	-	-	-	*	-	-	-	**
	***%**	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	**
Yodel	*	*	-	-	*	*	-	-	*	-	*	-	**
	***%**	*%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%	**
Local Courier	*	-	-	-	*	-	-	-	*	-	-	-	**
	***%**	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	**
First Post	*	-	*	-	-	-	*	-	-	-	*	-	**
	***%**	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	**
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	2000	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	2000	1450	50	492	243	1432	69	486	249	323	1288	145	1
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Euro	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
DHS	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Citipost	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Pallet Lines	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
None	2	-	-	-	-	-	-	-	-	-	-	-	**
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Other answers	**50**	19	18	3	31	17	20	3	31	5	31	6	**
	2%	*1%*	*35%*	*1%*	*13%*	*1%*	*29%*	*1%*	*12%*	*2%*	*2%*	*4%*	**
			a		a		a		a				
NET: RM Only	**1772**	1352	*	486	71	1344	9	482	75	285	1185	117	**
	89%	*93%*	*%*	*99%*	*29%*	*94%*	*12%*	*99%*	*30%*	*88%*	*92%*	*81%*	**
		b		b		b		b		c	**ac**		
NET: Provider other than RM only	**226**	98	50	6	172	88	60	4	174	38	103	27	**
	11%	*7%*	*100%*	*1%*	*71%*	*6%*	*88%*	*1%*	*70%*	*12%*	*8%*	*19%*	**
			a		a		a		a	b		**ab**	

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Royal Mail	**1772**	244	655	91	**	386	370	115	**	1256	755	520	1100	854	**
	89%	*86%*	*89%*	*82%*	**	*73%*	*81%*	*66%*	**	*94%*	*90%*	*89%*	*93%*	*94%*	**
			c				**ac**			**bc**			c	c	
DPD	**28**	6	12	2	**	19	10	8	**	9	12	9	10	12	**
	1%	*2%*	*2%*	*2%*	**	*4%*	*2%*	*5%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Hermes	**20**	4	5	2	**	14	7	5	**	6	6	5	6	4	**
	1%	*1%*	*1%*	*2%*	**	*3%*	*2%*	*3%*	**	**%*	*1%*	*1%*	*1%*	**%*	**
DHL	**20**	6	4	*	**	10	6	9	**	5	6	7	3	2	**
	1%	*2%*	*1%*	**%*	**	*2%*	*1%*	*5%*	**	**%*	*1%*	*1%*	**%*	**%*	**
		b						**ab**				a			
APC	**18**	4	6	2	**	15	10	9	**	8	8	10	8	8	**
	1%	*1%*	*1%*	*2%*	**	*3%*	*2%*	*5%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**
								b				a			
TNT Express	**17**	9	7	*	**	12	8	1	**	7	9	7	9	5	**
	1%	*3%*	*1%*	**%*	**	*2%*	*2%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
		b													**ab**
Parcelforce	**17**	3	5	3	**	14	6	5	**	3	5	7	5	2	**
	1%	*1%*	*1%*	*3%*	**	*3%*	*1%*	*3%*	**	**%*	*1%*	*1%*	**%*	**%*	**
				b								a			**ab**
UPS	**13**	2	4	2	**	9	7	4	**	4	6	2	5	2	**
	1%	*1%*	*1%*	*2%*	**	*2%*	*2%*	*2%*	**	**%*	*1%*	**%*	**%*	**%*	**
UK Mail	**10**	-	6	-	**	10	6	2	**	2	4	4	4	4	**
	****%***	*-%*	*1%*	*-%*	**	*2%*	*1%*	*1%*	**	**%*	**%*	*1%*	**%*	**%*	**
FedEx	**7**	*	3	*	**	5	2	3	**	4	3	2	2	4	**
	****%***	**%*	**%*	**%*	**	*1%*	*1%*	*2%*	**	**%*	**%*	**%*	**%*	**%*	**
Pitney Bowes	**6**	*	*	-	**	-	2	-	**	-	-	-	-	-	**
	****%***	**%*	**%*	*-%*	**	*-%*	**%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
DX	**5**	1	3	*	**	4	*	-	**	5	3	2	5	3	**
	****%***	**%*	**%*	**%*	**	*1%*	**%*	*-%*	**	**%*	**%*	**%*	**%*	**%*	**
Interparcel	**5**	-	2	-	**	5	-	-	**	2	2	-	2	-	**
	****%***	*-%*	**%*	*-%*	**	*1%*	*-%*	*-%*	**	**%*	**%*	*-%*	**%*	*-%*	**
						b									
Amazon	**3**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Neo Post	**3**	1	3	2	**	-	2	2	**	2	2	-	2	2	**
	****%***	**%*	**%*	*2%*	**	*-%*	**%*	*1%*	**	**%*	**%*	*-%*	**%*	**%*	**
				b				a							
Parcels to go	**2**	-	-	-	**	2	2	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	**%*	**%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Interlink / Interlink Express / Direct	**2**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Postal Sort	1	-	1	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	*%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Collect Plus	1	-	-	-	**	-	1	-	**	1	-	-	-	1	**
	*%	-%	-%	-%	**	-%	*%	-%	**	*%	-%	-%	-%	*%	**
Fastway Couriers	*	-	-	-	**	*	*	-	**	-	-	*	-	-	**
	*%	-%	-%	-%	**	*%	*%	-%	**	-%	-%	*%	-%	-%	**
Yodel	*	-	*	-	**	*	*	-	**	*	*	*	*	*	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Local Courier	*	-	-	-	**	*	-	-	**	-	-	*	-	-	**
	*%	-%	-%	-%	**	*%	-%	-%	**	-%	-%	*%	-%	-%	**
First Post	*	-	*	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	*%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Secured Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Tuffnels	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Priority Express	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	2	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	50	3	19	6	**	24	19	11	**	22	15	11	18	10	**
	2%	1%	3%	5%	**	5%	4%	6%	**	2%	2%	2%	2%	1%	**
				a											
NET: RM Only	1772	244	655	91	**	386	370	115	**	1256	755	520	1100	854	**
	89%	86%	89%	82%	**	73%	81%	66%	**	94%	90%	89%	93%	94%	**
			c				ac			bc			c	c	
NET: Provider other than RM only	226	38	81	20	**	143	89	60	**	80	81	67	80	59	**
	11%	14%	11%	18%	**	27%	19%	34%	**	6%	10%	11%	7%	6%	**
				b		b		b			a	a			ab

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	1050	76	16	30	11	1847	1481	1857	1507	1939
Royal Mail	**1772**	326	243	292	73	73	1064	873	71	**	**	**	1636	1307	1645	1317	1718
	89%	*81%*	*84%*	*83%*	*75%*	*84%*	*92%*	*93%*	*93%*	**	**	**	*89%*	*88%*	*89%*	*87%*	*89%*
									c								
DPD	**28**	12	7	7	4	2	10	13	-	**	**	**	25	18	25	23	25
	1%	*3%*	*2%*	*2%*	*4%*	*2%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*2%*	*1%*
											a						
Hermes	**20**	2	5	7	4	2	4	4	-	**	**	**	20	20	20	20	20
	1%	**%*	*2%*	*2%*	*4%*	*2%*	**%*	**%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
					a						a						
DHL	**20**	4	2	9	*	-	5	4	2	**	**	**	20	16	20	16	18
	1%	*1%*	*1%*	*3%*	**%*	*-%*	**%*	**%*	*3%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
APC	**18**	10	6	4	5	4	16	12	2	**	**	**	16	16	16	18	18
	1%	*3%*	*2%*	*1%*	*6%*	*4%*	*1%*	*1%*	*2%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
					c												
TNT Express	**17**	6	7	6	4	2	9	5	*	**	**	**	15	8	15	17	17
	1%	*2%*	*2%*	*2%*	*4%*	*2%*	*1%*	*1%*	**%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Parcelforce	**17**	7	3	14	2	2	3	3	1	**	**	**	16	14	16	16	16
	1%	*2%*	*1%*	*4%*	*2%*	*2%*	**%*	**%*	*1%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
				b							a						
UPS	**13**	2	*	*	*	*	7	4	*	**	**	**	12	12	12	8	11
	1%	*1%*	**%*	**%*	**%*	**%*	*1%*	**%*	*1%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
UK Mail	**10**	8	4	2	-	-	4	2	-	**	**	**	10	8	10	8	10
	****%***	*2%*	*1%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
											a						
FedEx	**7**	*	2	*	*	*	5	5	-	**	**	**	7	7	7	7	7
	****%***	**%*	*1%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Pitney Bowes	**6**	-	2	-	-	-	-	-	-	**	**	**	4	2	4	4	6
	****%***	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
DX	**5**	2	-	*	*	*	5	3	-	**	**	**	3	3	3	4	5
	****%***	*1%*	*-%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Interparcel	**5**	2	-	2	-	-	2	-	-	**	**	**	5	5	5	5	5
	****%***	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Amazon	**3**	-	-	-	-	-	-	-	-	**	**	**	3	-	3	-	3
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**%*	*-%*	**%*	*-%*	**%*
Neo Post	**3**	2	2	-	-	2	2	2	-	**	**	**	3	1	3	1	3
	****%***	**%*	*1%*	*-%*	*-%*	*2%*	**%*	**%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
						c											
Parcels to go	**2**	-	-	2	-	-	-	-	-	**	**	**	2	2	2	2	2
	****%***	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Interlink / Interlink Express / Direct	**2**	-	-	-	-	-	-	-	-	**	**	**	2	2	2	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**%*	**%*	**%*	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Postal Sort	1	-	-	-	-	-	-	-	-	**	**	**	1	1	1	*	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Collect Plus	1	-	-	-	-	-	-	1	-	**	**	**	1	1	1	1	1
	*%	-%	-%	-%	-%	-%	-%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Fastway Couriers	*	*	*	*	-	-	-	*	-	**	**	**	*	*	*	*	*
	*%	*%	*%	*%	-%	-%	-%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Yodel	*	-	*	*	-	-	*	*	-	**	**	**	*	*	*	*	*
	*%	-%	*%	*%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Local Courier	*	-	-	*	-	-	-	-	-	**	**	**	*	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	**	**	**	*%	-%	*%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	**	**	**	*	*	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	-%	*%
Secured Mail	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Haynes	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Citipost	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
None	2	-	-	-	-	-	-	-	-	**	**	**	2	-	2	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	-%	*%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Other answers	50	15	7	6	4	-	18	8	-	**	**	**	44	39	44	39	50
	2%	4%	2%	2%	4%	-%	2%	1%	-%	**	**	**	2%	3%	2%	3%	3%
											a						
NET: RM Only	1772	326	243	292	73	73	1064	873	71	**	**	**	1636	1307	1645	1317	1718
	89%	81%	84%	83%	75%	84%	92%	93%	93%	**	**	**	89%	88%	89%	87%	89%
									c								
NET: Provider other than RM only	226	74	47	60	24	14	90	64	5	**	**	**	210	175	210	190	219
	11%	19%	16%	17%	25%	16%	8%	7%	7%	**	**	**	11%	12%	11%	13%	11%
											a						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Royal Mail	1772	963	1646	337	**	1476	69	295	1475	172	**	32	168	172	1315	280
	89%	87% c	88% c	83%	**	93% b	86%	90%	94% a	47%	**	33%	51% a	77%	91% a	88% a
DPD	28	16	25	7	**	11	2	4	11	26	**	9	19	9	14	5
	1%	1%	1%	2%	**	1%	3%	1%	1%	7%	**	9%	6%	4% bc	1%	1%
Hermes	20	16	20	8	**	8	-	4	8	18	**	9	11	6	14	-
	1%	1%	1%	2%	**	1%	-%	1%	1%	5%	**	9% b	3%	3% bc	1%	-%
DHL	20	14	18	5	**	12	-	2	12	19	**	7	13	5	9	5
	1%	1%	1%	1%	**	1%	-%	1%	1%	5%	**	7%	4%	2% b	1%	2%
APC	18	12	18	4	**	12	4	9	8	16	**	7	10	2	10	6
	1%	1%	1%	1%	**	1%	5% a	3% b	1%	4%	**	7%	3%	1%	1%	2%
TNT Express	17	6	15	8	**	12	-	4	9	15	**	3	14	5	8	5
	1%	1%	1%	2% ab	**	1%	-%	1%	1%	4%	**	3%	4%	2% b	1%	2% b
Parcelforce	17	12	16	4	**	5	2	*	7	12	**	11	6	8	6	3
	1%	1%	1%	1%	**	*%	2% a	*%	*%	3%	**	11% b	2%	4% bc	*%	1%
UPS	13	8	12	6	**	8	*	-	9	12	**	1	12	3	9	1
	1%	1%	1%	1%	**	1%	1%	-%	1%	3%	**	1%	4%	1%	1%	*%
UK Mail	10	6	10	4	**	4	-	2	2	8	**	*	10	2	6	2
	*%	1%	1%	1%	**	*%	-%	1%	*%	2%	**	*%	3%	1%	*%	1%
FedEx	7	7	7	4	**	6	-	*	6	5	**	2	5	1	7	*
	*%	1%	*%	1%	**	*%	-%	*%	*%	1%	**	2%	2%	*%	*%	*%
Pitney Bowes	6	4	6	4	**	2	-	-	2	4	**	2	4	-	2	4
	*%	*%	*%	1%	**	*%	-%	-%	*%	1%	**	2%	1%	-%	*%	1% b
DX	5	4	3	*	**	5	-	2	3	3	**	2	3	-	5	-
	*%	*%	*%	*%	**	*%	-%	1%	*%	1%	**	2%	1%	-%	*%	-%
Interparcel	5	3	5	-	**	2	-	-	2	5	**	-	5	-	5	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	1%	**	-%	1%	-%	*%	-%
Amazon	3	3	3	3	**	-	-	-	-	3	**	3	-	3	-	-
	*%	*%	*%	1% b	**	-%	-%	-%	-%	1%	**	3% b	-%	1% bc	-%	-%
Neo Post	3	1	3	*	**	2	-	-	2	3	**	-	3	-	3	-
	*%	*%	*%	*%	**	*%	-%	-%	*%	1%	**	-%	1%	-%	*%	-%
Parcels to go	2	2	2	-	**	-	-	-	-	2	**	2	-	2	-	-
	*%	*%	*%	-%	**	-%	-%	-%	-%	1%	**	2% b	-%	1% b	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Interlink / Interlink Express / Direct	2	-	2	-	**	-	-	-	-	2	**	-	2	-	2	-
	*%	-%	*%	-%	**	-%	-%	-%	-%	*%	**	-%	1%	-%	*%	-%
Postal Sort	1	*	1	*	**	-	-	-	-	1	**	-	1	*	1	-
	*%	*%	*%	*%	**	-%	-%	-%	-%	*%	**	-%	*%	*%	*%	-%
Collect Plus	1	-	1	-	**	-	-	-	1	1	**	-	1	-	1	-
	*%	-%	*%	-%	**	-%	-%	-%	*%	*%	**	-%	*%	-%	*%	-%
Fastway Couriers	*	*	*	*	**	-	-	-	*	*	**	-	*	-	-	*
	*%	*%	*%	*%	**	-%	-%	-%	*%	*%	**	-%	*%	-%	-%	*%
Yodel	*	*	*	-	**	*	-	-	*	*	**	-	*	-	*	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	*%	**	-%	*%	-%	*%	-%
Local Courier	*	-	*	-	**	-	-	-	*	*	**	-	*	-	-	*
	*%	-%	*%	-%	**	-%	-%	-%	*%	*%	**	-%	*%	-%	-%	*%
First Post	*	-	*	-	**	-	-	-	-	*	**	-	*	-	*	-
	*%	-%	*%	-%	**	-%	-%	-%	-%	*%	**	-%	*%	-%	*%	-%
Secured Mail	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
One Post	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Global Mailing	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Haynes	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Business Post	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
DHS	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Securicor	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Citipost	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Pallet Lines	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
None	2	-	2	-	**	-	-	-	-	-	**	-	2	-	2	-
	*%	-%	*%	-%	**	-%	-%	-%	-%	-%	**	-%	1%	-%	*%	-%
Don't know	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Other answers	50	30	46	13	**	14	4	6	18	42	**	8	41	6	36	8
	2%	3%	2%	3%	**	1%	5%	2%	1%	11%	**	9%	12%	2%	2%	3%
							a									
NET: RM Only	1772	963	1646	337	**	1476	69	295	1475	172	**	32	168	172	1315	280
	89%	87%	88%	83%	**	93%	86%	90%	94%	47%	**	33%	51%	77%	91%	88%
		c	c			b			a				a		a	a
NET: Provider other than RM only	226	145	213	69	**	103	12	34	99	197	**	66	160	52	135	39
	11%	13%	11%	17%	**	7%	14%	10%	6%	53%	**	67%	49%	23%	9%	12%
				ab			a	b				b		bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Royal Mail	**1772**	161	107	1491	957	815
	89%	*60%*	*79%*	*94%*	*89%*	*88%*
			a	**ab**		
DPD	**28**	17	6	5	4	24
	1%	*6%*	*4%*	**%*	**%*	*3%*
		c	c			a
Hermes	**20**	8	4	8	12	8
	1%	*3%*	*3%*	**%*	*1%*	*1%*
		c	c			
DHL	**20**	9	2	9	12	8
	1%	*3%*	*2%*	*1%*	*1%*	*1%*
		c				
APC	**18**	14	4	-	10	8
	1%	*5%*	*3%*	*-%*	*1%*	*1%*
		c	c			
TNT Express	**17**	9	*	4	7	10
	1%	*4%*	**%*	**%*	*1%*	*1%*
		c				
Parcelforce	**17**	10	5	2	10	6
	1%	*4%*	*3%*	**%*	*1%*	*1%*
		c	c			
UPS	**13**	9	-	3	3	9
	1%	*4%*	*-%*	**%*	**%*	*1%*
		bc				
UK Mail	**10**	2	2	6	2	8
	****%***	*1%*	*2%*	**%*	**%*	*1%*
FedEx	**7**	3	1	4	6	1
	****%***	*1%*	**%*	**%*	*1%*	**%*
Pitney Bowes	**6**	2	-	4	4	2
	****%***	*1%*	*-%*	**%*	**%*	**%*
DX	**5**	-	-	3	3	2
	****%***	*-%*	*-%*	**%*	**%*	**%*
Interparcel	**5**	2	-	3	5	-
	****%***	*1%*	*-%*	**%*	**%*	*-%*
					b	
Amazon	**3**	-	-	3	-	3
	****%***	*-%*	*-%*	**%*	*-%*	**%*
Neo Post	**3**	-	-	3	*	3
	****%***	*-%*	*-%*	**%*	**%*	**%*
Parcels to go	**2**	2	-	-	2	-
	****%***	*1%*	*-%*	*-%*	**%*	*-%*
		c				
Interlink / Interlink Express / Direct	**2**	-	-	2	2	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Postal Sort	**1**	*	-	1	*	1
	***%**	*%	-%	*%	*%	*%
Collect Plus	**1**	-	-	1	-	1
	***%**	-%	-%	*%	-%	*%
Fastway Couriers	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Yodel	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Local Courier	*	-	-	*	*	-
	***%**	-%	-%	*%	*%	-%
First Post	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%
Secured Mail	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Priority Express	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
None	**2**	-	-	2	-	2
	***%**	-%	-%	*%	-%	*%
Don't know	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other answers	**50**	20	4	26	34	16
	2%	*7%*	*3%*	*2%*	*3%*	*2%*
		c			b	
NET: RM Only	**1772**	161	107	1491	957	815
	89%	*60%*	*79%*	*94%*	*89%*	*88%*
			a	**ab**		
NET: Provider other than RM only	**226**	108	28	86	118	108
	11%	*40%*	*21%*	*5%*	*11%*	*12%*
		bc	c			

Columns Tested: a,b,c - a,b

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Royal Mail	**1772**	165	146	133	185	145	98	105	131	214	159	172	120
	89%	*92%*	*86%*	*87%*	*89%*	*82%*	*84%*	*88%*	*91%*	*91%*	*92%*	*87%*	*94%*
		ef			e				e	e	e		**befk**
DPD	**28**	*	2	4	2	4	4	-	-	4	3	5	-
	1%	**%*	*1%*	*3%*	*1%*	*2%*	*3%*	*-%*	*-%*	*2%*	*2%*	*3%*	*-%*
				ag		a	**aghl**					**ag**	
Hermes	**20**	6	-	-	2	2	2	*	2	6	*	-	-
	1%	*3%*	*-%*	*-%*	*1%*	*1%*	*2%*	**%*	*1%*	*3%*	**%*	*-%*	*-%*
		bcgjkl								**ck**			
DHL	**20**	*	2	2	2	1	*	2	2	6	*	2	-
	1%	**%*	*1%*	*1%*	*1%*	**%*	**%*	*2%*	*1%*	*3%*	**%*	*1%*	*-%*
										aj			
APC	**18**	2	2	2	2	6	4	-	-	-	*	-	-
	1%	*1%*	*1%*	*1%*	*1%*	*3%*	*3%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
						ghijkl	**ghijkl**						
TNT Express	**17**	-	5	-	2	4	1	-	*	*	2	3	-
	1%	*-%*	*3%*	*-%*	*1%*	*2%*	*1%*	*-%*	**%*	**%*	*1%*	*2%*	*-%*
			acgi			**ai**							
Parcelforce	**17**	1	1	*	-	6	1	4	2	-	1	*	3
	1%	**%*	**%*	**%*	*-%*	*3%*	**%*	*3%*	*1%*	*-%*	**%*	**%*	*2%*
						acdijk		**acdijk**					**dik**
UPS	**13**	-	*	3	*	1	2	2	*	1	-	3	*
	1%	*-%*	**%*	*2%*	**%*	*1%*	*2%*	*2%*	**%*	**%*	*-%*	*2%*	**%*
				ad									
UK Mail	**10**	2	2	2	2	2	-	-	-	-	-	-	-
	****%***	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
FedEx	**7**	*	3	-	2	-	*	-	*	-	-	2	*
	****%***	**%*	*2%*	*-%*	*1%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*	**%*
Pitney Bowes	**6**	-	-	-	2	-	*	2	-	-	-	2	*
	****%***	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*2%*	*-%*	*-%*	*-%*	*1%*	**%*
DX	**5**	-	-	-	*	1	-	2	1	2	-	-	-
	****%***	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*2%*	**%*	*1%*	*-%*	*-%*	*-%*
Interparcel	**5**	-	-	-	-	-	-	-	2	-	3	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*
Amazon	**3**	-	-	-	-	-	-	-	-	-	-	3	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*
Neo Post	**3**	-	-	-	1	-	-	*	-	2	-	-	*
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*
Parcels to go	**2**	-	-	-	-	-	-	-	-	-	-	-	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
Interlink / Interlink Express / Direct	**2**	-	-	-	-	-	2	-	-	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Postal Sort	**1**	*	-	*	-	-	1	-	-	-	*	-	-
	****%***	**%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Collect Plus	**1**	-	-	-	-	1	-	-	-	-	-	-	-
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	*	-	-	-	-	-	-	-	-	-	-	*	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Yodel	*	-	*	-	-	-	-	-	-	-	-	-	-
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	*	-	-	-	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
First Post	*	-	-	-	-	-	-	-	-	-	-	-	*
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 24 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**2**	2	-	-	-	-	-	-	-	-	-	-	-
	***%**	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**50**	2	6	6	6	4	3	2	4	2	5	5	2
	2%	*1%*	*4%*	*4%*	*3%*	*2%*	*3%*	*2%*	*3%*	*1%*	*3%*	*3%*	*2%*
NET: RM Only	**1772**	165	146	133	185	145	98	105	131	214	159	172	120
	89%	*92%*	*86%*	*87%*	*89%*	*82%*	*84%*	*88%*	*91%*	*91%*	*92%*	*87%*	*94%*
		ef			e				e	e	e		**befk**
NET: Provider other than RM only	**226**	13	23	19	22	32	18	14	13	22	15	27	8
	11%	*7%*	*14%*	*13%*	*11%*	*18%*	*16%*	*12%*	*9%*	*9%*	*8%*	*13%*	*6%*
			l			**adhijl**	**al**					**al**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Royal Mail	**1772**	443	428	450	451
	89%	*89%*	*86%*	*90%*	*90%*
				b	b
DPD	**28**	6	10	4	8
	1%	*1%*	*2%*	*1%*	*2%*
Hermes	**20**	6	6	8	*
	1%	*1%*	*1%*	*2%*	*%*
		d	d	d	
DHL	**20**	5	3	10	2
	1%	*1%*	*1%*	*2%*	*%*
				bd	
APC	**18**	6	12	-	*
	1%	*1%*	*2%*	*-%*	*%*
		cd	**cd**		
TNT Express	**17**	5	7	*	5
	1%	*1%*	*1%*	*%*	*1%*
			c		c
Parcelforce	**17**	1	6	5	4
	1%	*%*	*1%*	*1%*	*1%*
UPS	**13**	3	3	3	3
	1%	*1%*	*1%*	*1%*	*1%*
UK Mail	**10**	6	4	-	-
	%	*1%*	*1%*	*-%*	*-%*
		cd	**cd**		
FedEx	**7**	3	2	*	2
	%	*1%*	*%*	*%*	*%*
Pitney Bowes	**6**	-	2	2	2
	%	*-%*	*%*	*%*	*%*
DX	**5**	-	1	4	-
	%	*-%*	*%*	*1%*	*-%*
				ad	
Interparcel	**5**	-	-	2	3
	%	*-%*	*-%*	*%*	*1%*
Amazon	**3**	-	-	-	3
	%	*-%*	*-%*	*-%*	*1%*
Neo Post	**3**	-	1	2	*
	%	*-%*	*%*	*%*	*%*
Parcels to go	**2**	-	-	-	2
	%	*-%*	*-%*	*-%*	*%*
Interlink / Interlink Express / Direct	**2**	-	2	-	-
	%	*-%*	*%*	*-%*	*-%*
Postal Sort	**1**	*	1	-	*
	%	*%*	*%*	*-%*	*%*
Collect Plus	**1**	-	1	-	-
	%	*-%*	*%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Fastway Couriers	*	-	-	-	*
	***%**	-%	-%	-%	*%
Yodel	*	*	-	-	-
	***%**	*%	-%	-%	-%
Local Courier	*	-	-	-	*
	***%**	-%	-%	-%	*%
First Post	*	-	-	-	*
	***%**	-%	-%	-%	*%
Secured Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-
	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-
	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-
	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
AJG Parcels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None	**2**	2	-	-	-
	***%**	*%	-%	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other answers	**50**	14	13	9	13
	2%	*3%*	*3%*	*2%*	*3%*
NET: RM Only	**1772**	443	428	450	451
	89%	*89%*	*86%*	*90%*	*90%*
				b	b
NET: Provider other than RM only	**226**	55	72	50	49
	11%	*11%*	*14%*	*10%*	*10%*
			cd		

Columns Tested: a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**348**	209	86	32	21	-	139	53	59	28	14	55
Weighted total	**340**	323	10	4	3	-	17	85	79	31	13	25
Royal Mail	**197**	186	6	**	**	**	11	53	46	**	**	12
	58%	*58%*	*59%*	**	**	**	*65%*	*62%*	*58%*	**	**	*48%*
DPD	**21**	21	*	**	**	**	*	7	4	**	**	4
	6%	*6%*	*3%*	**	**	**	*3%*	*8%*	*5%*	**	**	*14%*
APC	**18**	17	*	**	**	**	1	8	4	**	**	*
	5%	*5%*	*4%*	**	**	**	*3%*	*9%*	*5%*	**	**	*1%*
DHL	**14**	13	1	**	**	**	1	2	1	**	**	4
	4%	*4%*	*7%*	**	**	**	*5%*	*3%*	*1%*	**	**	*15%*
												ab
TNT Express	**13**	11	1	**	**	**	1	2	3	**	**	*
	4%	*4%*	*10%*	**	**	**	*6%*	*3%*	*3%*	**	**	*2%*
			a									
Hermes	**12**	12	-	**	**	**	-	8	2	**	**	-
	3%	*4%*	*-%*	**	**	**	*-%*	*9%*	*2%*	**	**	*-%*
		f						e				
UPS	**9**	8	*	**	**	**	1	3	1	**	**	*
	3%	*2%*	*3%*	**	**	**	*5%*	*4%*	*1%*	**	**	*1%*
				abf								
Parcelforce	**8**	8	*	**	**	**	*	1	2	**	**	2
	2%	*2%*	*1%*	**	**	**	*1%*	*1%*	*3%*	**	**	*8%*
FedEx	**7**	6	1	**	**	**	1	2	2	**	**	3
	2%	*2%*	*6%*	**	**	**	*4%*	*2%*	*2%*	**	**	*10%*
DX	**5**	5	*	**	**	**	*	1	-	**	**	-
	1%	*2%*	*1%*	**	**	**	*1%*	*1%*	*-%*	**	**	*-%*
UK Mail	**4**	4	*	**	**	**	*	-	-	**	**	*
	1%	*1%*	*1%*	**	**	**	*1%*	*-%*	*-%*	**	**	**%*
Pitney Bowes	**4**	4	-	**	**	**	-	-	-	**	**	-
	1%	*1%*	*-%*	**	**	**	*-%*	*-%*	*-%*	**	**	*-%*
Neo Post	**2**	2	-	**	**	**	-	-	2	**	**	-
	1%	*1%*	*-%*	**	**	**	*-%*	*-%*	*2%*	**	**	*-%*
Interparcel	**2**	2	-	**	**	**	-	-	2	**	**	-
	1%	*1%*	*-%*	**	**	**	*-%*	*-%*	*2%*	**	**	*-%*
Collect Plus	**1**	1	-	**	**	**	-	-	1	**	**	-
	%	**%*	*-%*	**	**	**	*-%*	*-%*	*1%*	**	**	*-%*
Fastway Couriers	*	*	-	**	**	**	-	-	*	**	**	-
	%	**%*	*-%*	**	**	**	*-%*	*-%*	*1%*	**	**	*-%*
Yodel	*	-	*	**	**	**	*	-	-	**	**	-
	%	*-%*	*1%*	**	**	**	**%*	*-%*	*-%*	**	**	*-%*
Local Courier	*	-	-	**	**	**	*	-	-	**	**	*
	%	*-%*	*-%*	**	**	**	**%*	*-%*	*-%*	**	**	**%*
Secured Mail	-	-	-	**	**	**	-	-	-	**	**	-
	-%	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	**	**	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**348**	209	86	32	21	-	139	53	59	28	14	55
Weighted total	**340**	323	10	4	3	-	17	85	79	31	13	25
MHI (Mail Handling International)	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Interlink / Interlink Express / Direct	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Eagle Couriers	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Lynx	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
First Post	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
One Post	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Wey Group International	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
ENC	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Fast Track	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Tuffnels	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Euro	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
UK / British Mail	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Freight - Better / Night	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Parcels to go	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Global Mailing	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Haynes	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Priority Express	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Business Post	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Legal Post	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
AJG Parcels	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**348**	209	86	32	21	-	139	53	59	28	14	55
Weighted total	**340**	323	10	4	3	-	17	85	79	31	13	25
Parcel Line	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Coopers Carriers	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
DHS	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Whistl (Previously known as TNT Post)	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Securicor	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Citipost	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Pallet Lines	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Postal Sort	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Amazon	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
None	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Don't know	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Other answers	**24**	23	1	**	**	**	1	-	10	**	**	*
	7%	*7%*	*6%*	**	**	**	*5%*	-%	*13%* **ae**	**	**	*1%*
NET: RM Only	**197**	186	6	**	**	**	11	53	46	**	**	12
	58%	*58%*	*59%*	**	**	**	*65%*	*62%*	*58%*	**	**	*48%*
NET: Provider other than RM only	**143**	137	4	**	**	**	6	33	33	**	**	13
	42%	*42%*	*41%*	**	**	**	*35%*	*38%*	*42%*	**	**	*52%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	**348**	32	18	47	7	16	48	28	20	30	246	38	32	32
Weighted total	**340**	38	24	57	10	22	67	26	22	37	303	16	10	11
Royal Mail	**197**	**	**	**	**	**	**	**	**	**	174	**	**	**
	58%	**	**	**	**	**	**	**	**	**	*57%*	**	**	**
				fm									**fjm**	
DPD	**21**	**	**	**	**	**	**	**	**	**	20	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
APC	**18**	**	**	**	**	**	**	**	**	**	17	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
DHL	**14**	**	**	**	**	**	**	**	**	**	12	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
TNT Express	**13**	**	**	**	**	**	**	**	**	**	12	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Hermes	**12**	**	**	**	**	**	**	**	**	**	11	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
UPS	**9**	**	**	**	**	**	**	**	**	**	7	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
												cfijlm		
Parcelforce	**8**	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
														acj
FedEx	**7**	**	**	**	**	**	**	**	**	**	7	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
DX	**5**	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
UK Mail	**4**	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Pitney Bowes	**4**	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Neo Post	**2**	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Interparcel	**2**	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Collect Plus	**1**	**	**	**	**	**	**	**	**	**	-	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
													j	
Fastway Couriers	*****	**	**	**	**	**	**	**	**	**	-	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
														j
Yodel	*****	**	**	**	**	**	**	**	**	**	-	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Local Courier	*****	**	**	**	**	**	**	**	**	**	-	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Secured Mail	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	**348**	32	18	47	7	16	48	28	20	30	246	38	32	32
Weighted total	**340**	38	24	57	10	22	67	26	22	37	303	16	10	11
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interlink / Interlink Express / Direct	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
One Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	**348**	32	18	47	7	16	48	28	20	30	246	38	32	32
Weighted total	**340**	38	24	57	10	22	67	26	22	37	303	16	10	11
Parcel Line	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Coopers Carriers	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
DHS	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Whistl (Previously known as TNT Post)	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Securicor	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Citipost	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Pallet Lines	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Postal Sort	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Amazon	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
None	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Don't know	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Other answers	**24**	**	**	**	**	**	**	**	**	**	23	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
		k								k				
NET: RM Only	**197**	**	**	**	**	**	**	**	**	**	174	**	**	**
	58%	**	**	**	**	**	**	**	**	**	*57%*	**	**	**
				fm									**fjm**	
NET: Provider other than RM only	**143**	**	**	**	**	**	**	**	**	**	129	**	**	**
	42%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
							cl				l			**cl**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	348	35	17	45	7	16	47	25	19	30	241	41	33	33
Weighted total	340	41	22	57	8	20	67	24	22	37	298	20	10	11
Royal Mail	197	**	**	**	**	**	**	**	**	**	172	**	**	**
	58%	**	**	**	**	**	**	**	**	**	*58%*	**	**	**
				fm									fjm	
DPD	21	**	**	**	**	**	**	**	**	**	20	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
							k							
APC	18	**	**	**	**	**	**	**	**	**	17	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
		f												
DHL	14	**	**	**	**	**	**	**	**	**	12	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
TNT Express	13	**	**	**	**	**	**	**	**	**	12	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Hermes	12	**	**	**	**	**	**	**	**	**	11	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
UPS	9	**	**	**	**	**	**	**	**	**	7	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
												cjm		
Parcelforce	8	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
														aj
FedEx	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
DX	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
UK Mail	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Pitney Bowes	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Neo Post	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Interparcel	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Collect Plus	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
													j	
Fastway Couriers	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
														j
Yodel	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Local Courier	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

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Unweighted total	**348**	35	17	45	7	16	47	25	19	30	241	41	33	33
Weighted total	**340**	41	22	57	8	20	67	24	22	37	298	20	10	11
Secured Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interlink / Interlink Express / Direct	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
One Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	348	35	17	45	7	16	47	25	19	30	241	41	33	33
Weighted total	340	41	22	57	8	20	67	24	22	37	298	20	10	11
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Pallet Lines	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Amazon	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	24	**	**	**	**	**	**	**	**	**	21	**	**	**
	7%	**	**	**	**	**	**	**	**	**	7%	**	**	**
		c								c		c		
NET: RM Only	197	**	**	**	**	**	**	**	**	**	172	**	**	**
	58%	**	**	**	**	**	**	**	**	**	58%	**	**	**
				fm									fjm	
NET: Provider other than RM only	143	**	**	**	**	**	**	**	**	**	127	**	**	**
	42%	**	**	**	**	**	**	**	**	**	42%	**	**	**
							cl				l			cl

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	348	4	71	11	20	129	3	8	98	265	83	317	31	345	3
Weighted total	340	1	65	4	16	165	1	5	79	282	58	315	25	335	5
Royal Mail	197	**	32	**	**	82	**	**	61	161	36	181	**	195	**
	58%	**	49%	**	**	50%	**	**	77%	57%	63%	58%	**	58%	**
									be						
DPD	21	**	6	**	**	16	**	**	-	17	5	16	**	21	**
	6%	**	9%	**	**	9%	**	**	-%	6%	8%	5%	**	6%	**
			h			h							a		
APC	18	**	6	**	**	7	**	**	4	18	-	18	**	18	**
	5%	**	9%	**	**	4%	**	**	5%	6%	-%	6%	**	5%	**
										b					
DHL	14	**	4	**	**	6	**	**	3	9	5	14	**	14	**
	4%	**	7%	**	**	4%	**	**	3%	3%	8%	4%	**	4%	**
TNT Express	13	**	1	**	**	7	**	**	2	12	1	13	**	10	**
	4%	**	1%	**	**	5%	**	**	3%	4%	1%	4%	**	3%	**
Hermes	12	**	-	**	**	10	**	**	2	11	1	12	**	12	**
	3%	**	-%	**	**	6%	**	**	2%	4%	1%	4%	**	4%	**
						b									
UPS	9	**	1	**	**	6	**	**	1	6	3	9	**	9	**
	3%	**	1%	**	**	3%	**	**	2%	2%	5%	3%	**	3%	**
Parcelforce	8	**	2	**	**	6	**	**	-	7	1	7	**	8	**
	2%	**	3%	**	**	4%	**	**	-%	3%	1%	2%	**	2%	**
FedEx	7	**	4	**	**	*	**	**	2	7	*	7	**	7	**
	2%	**	6%	**	**	*%	**	**	3%	2%	*%	2%	**	2%	**
			e												
DX	5	**	-	**	**	4	**	**	1	5	1	5	**	5	**
	1%	**	-%	**	**	2%	**	**	2%	2%	1%	2%	**	2%	**
UK Mail	4	**	-	**	**	4	**	**	-	4	-	4	**	4	**
	1%	**	-%	**	**	2%	**	**	-%	1%	-%	1%	**	1%	**
Pitney Bowes	4	**	-	**	**	2	**	**	2	2	2	4	**	4	**
	1%	**	-%	**	**	1%	**	**	2%	1%	3%	1%	**	1%	**
Neo Post	2	**	-	**	**	2	**	**	-	2	-	2	**	2	**
	1%	**	-%	**	**	1%	**	**	-%	1%	-%	1%	**	1%	**
Interparcel	2	**	2	**	**	-	**	**	-	-	2	2	**	2	**
	1%	**	3%	**	**	-%	**	**	-%	-%	3%	1%	**	1%	**
											a				
Collect Plus	1	**	-	**	**	1	**	**	-	1	-	1	**	1	**
	*%	**	-%	**	**	*%	**	**	-%	*%	-%	*%	**	*%	**
Fastway Couriers	*	**	*	**	**	-	**	**	-	*	-	*	**	*	**
	*%	**	1%	**	**	-%	**	**	-%	*%	-%	*%	**	*%	**
Yodel	*	**	-	**	**	*	**	**	-	-	*	-	**	*	**
	*%	**	-%	**	**	*%	**	**	-%	-%	*%	-%	**	*%	**
Local Courier	*	**	*	**	**	-	**	**	-	*	-	*	**	*	**
	*%	**	*%	**	**	-%	**	**	-%	*%	-%	*%	**	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	348	4	71	11	20	129	3	8	98	265	83	317	31	345	3
Weighted total	340	1	65	4	16	165	1	5	79	282	58	315	25	335	5
Secured Mail	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
MHI (Mail Handling International)	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Interlink / Interlink Express / Direct	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Eagle Couriers	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Lynx	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
First Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
One Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Wey Group International	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
ENC	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Fast Track	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Tuffnels	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Euro	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
UK / British Mail	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Freight - Better / Night	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Parcels to go	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Global Mailing	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Haynes	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Priority Express	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Business Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Legal Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	348	4	71	11	20	129	3	8	98	265	83	317	31	345	3
Weighted total	340	1	65	4	16	165	1	5	79	282	58	315	25	335	5
AJG Parcels	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Parcel Line	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Coopers Carriers	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
DHS	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Whistl (Previously known as TNT Post)	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Securicor	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Citipost	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Pallet Lines	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Postal Sort	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Amazon	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
None	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Don't know	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Other answers	24	**	7	**	**	12	**	**	1	22	3	22	**	24	**
	7%	**	11% h	**	**	8% h	**	**	1%	8%	5%	7%	**	7%	**
NET: RM Only	197	**	32	**	**	82	**	**	61	161	36	181	**	195	**
	58%	**	49%	**	**	50%	**	**	77% be	57%	63%	58%	**	58%	**
NET: Provider other than RM only	143	**	33	**	**	83	**	**	18	121	21	134	**	140	**
	42%	**	51% h	**	**	50% h	**	**	23%	43%	37%	42%	**	42%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	348	145	70	130	164	138	36	8	2	-	-	-	302	46	32	132	184
Weighted total	340	125	67	144	180	126	29	5	*	-	-	-	306	34	31	148	160
Royal Mail	197	74	42	81	119	61	**	**	**	**	**	**	180	**	**	97	78
	58%	59%	63%	56%	66%	48%	**	**	**	**	**	**	59%	**	**	65%	49%
					bcj								b		c	c	
DPD	21	1	2	16	10	8	**	**	**	**	**	**	18	**	**	9	12
	6%	1%	3%	11%	5%	6%	**	**	**	**	**	**	6%	**	**	6%	7%
				ab													
APC	18	6	1	9	5	11	**	**	**	**	**	**	16	**	**	4	13
	5%	5%	1%	6%	3%	9%	**	**	**	**	**	**	5%	**	**	3%	8%
						a											b
DHL	14	9	2	3	10	4	**	**	**	**	**	**	14	**	**	10	4
	4%	8%	3%	2%	6%	3%	**	**	**	**	**	**	5%	**	**	7%	2%
		c															
TNT Express	13	3	2	7	2	6	**	**	**	**	**	**	8	**	**	*	10
	4%	3%	3%	5%	1%	5%	**	**	**	**	**	**	3%	**	**	*%	6%
							abi							ai	b		b
Hermes	12	4	2	6	6	4	**	**	**	**	**	**	10	**	**	2	6
	3%	3%	3%	4%	3%	3%	**	**	**	**	**	**	3%	**	**	1%	4%
															bc		
UPS	9	5	4	*	6	3	**	**	**	**	**	**	9	**	**	5	3
	3%	4%	6%	*%	3%	2%	**	**	**	**	**	**	3%	**	**	3%	2%
		c	c														
Parcelforce	8	2	2	4	2	5	**	**	**	**	**	**	8	**	**	2	6
	2%	2%	3%	3%	1%	4%	**	**	**	**	**	**	3%	**	**	2%	3%
FedEx	7	4	*	2	2	4	**	**	**	**	**	**	7	**	**	2	4
	2%	3%	*%	2%	1%	3%	**	**	**	**	**	**	2%	**	**	2%	3%
DX	5	2	3	1	4	1	**	**	**	**	**	**	5	**	**	4	1
	1%	1%	4%	*%	2%	1%	**	**	**	**	**	**	2%	**	**	3%	1%
UK Mail	4	2	2	-	-	4	**	**	**	**	**	**	4	**	**	-	4
	1%	2%	3%	-%	-%	3%	**	**	**	**	**	**	1%	**	**	-%	2%
						a											
Pitney Bowes	4	4	-	-	4	-	**	**	**	**	**	**	4	**	**	4	-
	1%	3%	-%	-%	2%	-%	**	**	**	**	**	**	1%	**	**	2%	-%
																c	
Neo Post	2	-	-	2	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	-%	-%	1%	1%	-%	**	**	**	**	**	**	1%	**	**	1%	-%
Interparcel	2	-	-	2	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	-%	-%	1%	1%	-%	**	**	**	**	**	**	1%	**	**	1%	-%
Collect Plus	1	-	1	-	1	-	**	**	**	**	**	**	1	**	**	1	-
	*%	-%	1%	-%	*%	-%	**	**	**	**	**	**	*%	**	**	*%	-%
Fastway Couriers	*	*	-	-	-	*	**	**	**	**	**	**	*	**	**	-	*
	*%	*%	-%	-%	-%	*%	**	**	**	**	**	**	*%	**	**	-%	*%
Yodel	*	-	-	*	-	-	**	**	**	**	**	**	-	**	**	-	*
	*%	-%	-%	*%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	*%
Local Courier	*	-	-	-	*	-	**	**	**	**	**	**	*	**	**	*	-
	*%	-%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	**	*%	-%

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Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**348**	145	70	130	164	138	36	8	2	-	-	-	302	46	32	132	184
Weighted total	**340**	125	67	144	180	126	29	5	*	-	-	-	306	34	31	148	160
Secured Mail	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Interlink / Interlink Express / Direct	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Eagle Couriers	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Lynx	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
First Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
One Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Wey Group International	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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ENC	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Fast Track	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Tuffnels	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Euro	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
UK / British Mail	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Freight - Better / Night	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Parcels to go	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Global Mailing	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Haynes	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Priority Express	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Business Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Legal Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

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QV4. Main provider selected (And who does your organisation use for its postal service?)
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	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
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Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**348**	145	70	130	164	138	36	8	2	-	-	-	302	46	32	132	184
Weighted total	**340**	125	67	144	180	126	29	5	*	-	-	-	306	34	31	148	160
AJG Parcels	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Parcel Line	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
DHS	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Securicor	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Citipost	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Pallet Lines	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Postal Sort	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Amazon	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
None	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Don't know	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Other answers	**24**	8	5	11	6	15	**	**	**	**	**	**	20	**	**	6	19
	7%	*6%*	*7%*	*8%*	*3%*	*12%*	**	**	**	**	**	**	*7%*	**	**	*4%*	*12%*
						a	a							a			**ab**
NET: RM Only	**197**	74	42	81	119	61	**	**	**	**	**	**	180	**	**	97	78
	58%	*59%*	*63%*	*56%*	*66%*	*48%*	**	**	**	**	**	**	*59%*	**	**	*65%*	*49%*
					bcj								b		c	c	
NET: Provider other than RM only	**143**	51	24	63	60	66	**	**	**	**	**	**	126	**	**	52	82
	42%	*41%*	*37%*	*44%*	*34%*	*52%*	**	**	**	**	**	**	*41%*	**	**	*35%*	*51%*
						ai	a							a			**ab**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**348**	253	233	284	283	126	266	236	20	10	13	2	3	-	262	8	8	3	1	1	-	2
Weighted total	**340**	221	213	267	287	105	240	247	7	6	6	*	1	-	269	8	6	2	*	*	-	1
Royal Mail	**197**	139	130	161	155	62	138	144	**	**	**	**	**	**	147	**	**	**	**	**	**	**
	58%	*63%* d	*61%*	*60%*	*54%*	*59%*	*58%*	*58%*	**	**	**	**	**	**	*54%*	**	**	**	**	**	**	**
DPD	**21**	11	14	15	19	2	15	15	**	**	**	**	**	**	18	**	**	**	**	**	**	**
	6%	*5%*	*7%*	*5%*	*7%*	*2%*	*6%*	*6%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
APC	**18**	8	8	14	18	4	10	13	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	5%	*4%*	*4%*	*5%*	*6%*	*4%*	*4%*	*5%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
DHL	**14**	5	7	7	14	4	10	7	**	**	**	**	**	**	14	**	**	**	**	**	**	**
	4%	*2%*	*3%*	*3%*	*5%*	*4%*	*4%*	*3%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
TNT Express	**13**	7	9	9	12	7	12	9	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	4%	*3%*	*4%*	*3%*	*4%*	*7%*	*5%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Hermes	**12**	6	6	10	12	4	8	8	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*3%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
UPS	**9**	4	6	6	8	4	8	6	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	3%	*2%*	*3%*	*2%*	*3%*	*4%*	*3%*	*2%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Parcelforce	**8**	4	5	5	8	3	8	5	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*3%*	*2%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
FedEx	**7**	4	3	5	5	*	5	4	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*2%*	**%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
DX	**5**	5	3	5	4	*	3	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*1%*	**%*	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
UK Mail	**4**	2	4	4	4	2	4	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*2%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Pitney Bowes	**4**	-	-	-	2	2	2	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*-%*	*-%*	*-%*	*1%*	*2%* ac	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Neo Post	**2**	2	2	2	2	2	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%* f	*-%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Interparcel	**2**	2	2	2	2	2	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Collect Plus	**1**	1	-	1	1	1	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	****%***	**%*	*-%*	**%*	**%*	*1%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Fastway Couriers	*	-	-	-	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	*-%*	*-%*	*-%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Yodel	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Local Courier	*	-	-	-	*	-	-	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Secured Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

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Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**348**	253	233	284	283	126	266	236	20	10	13	2	3	-	262	8	8	3	1	1	-	2
Weighted total	**340**	221	213	267	287	105	240	247	7	6	6	*	1	-	269	8	6	2	*	*	-	1
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Eagle Couriers	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
First Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
One Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
ENC	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fast Track	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Tuffnels	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Euro	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
UK / British Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Freight - Better / Night	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcels to go	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Priority Express	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Business Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Legal Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
AJG Parcels	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**348**	253	233	284	283	126	266	236	20	10	13	2	3	-	262	8	8	3	1	1	-	2
Weighted total	**340**	221	213	267	287	105	240	247	7	6	6	*	1	-	269	8	6	2	*	*	-	1
Parcel Line	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Coopers Carriers	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
DHS	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Pallet Lines	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Postal Sort	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Amazon	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	**24**	22	15	22	22	7	14	22	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	7%	*10%*	*7%*	*8%*	*8%*	*6%*	*6%*	*9%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
NET: RM Only	**197**	139	130	161	155	62	138	144	**	**	**	**	**	**	147	**	**	**	**	**	**	**
	58%	*63%*	*61%*	*60%*	*54%*	*59%*	*58%*	*58%*	**	**	**	**	**	**	*54%*	**	**	**	**	**	**	**
		d																				
NET: Provider other than RM only	**143**	83	83	106	131	44	102	102	**	**	**	**	**	**	123	**	**	**	**	**	**	**
	42%	*37%*	*39%*	*40%*	*46%*	*41%*	*42%*	*42%*	**	**	**	**	**	**	*46%*	**	**	**	**	**	**	**
					a																	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**348**	46	54	97	83	4	67	52	91	68	5	205	12	64	208	140
Weighted total	**340**	52	53	109	48	4	82	46	93	62	4	228	11	46	197	143
Royal Mail	**197**	**	30	66	35	**	63	25	43	23	**	113	**	38	197	-
	58%	**	*56%*	*61%*	*73%*	**	*77%*	*53%*	*47%*	*37%*	**	*50%*	**	*84%*	*100%*	*-%*
					ab		**bcd**							a	b	
DPD	**21**	**	1	6	4	**	-	-	8	9	**	16	**	1	-	21
	6%	**	*1%*	*6%*	*8%*	**	*-%*	*-%*	*9%*	*15%*	**	*7%*	**	*1%*	*-%*	*15%*
									ab	**ab**						a
APC	**18**	**	4	4	1	**	-	3	9	6	**	18	**	-	-	18
	5%	**	*7%*	*3%*	*2%*	**	*-%*	*6%*	*10%*	*9%*	**	*8%*	**	*-%*	*-%*	*12%*
		d							a	a		c				a
DHL	**14**	**	3	4	*	**	4	2	7	*	**	10	**	4	-	14
	4%	**	*5%*	*4%*	*%*	**	*5%*	*4%*	*8%*	*1%*	**	*4%*	**	*9%*	*-%*	*10%*
									d							a
TNT Express	**13**	**	6	3	*	**	-	7	1	4	**	12	**	*	-	13
	4%	**	*11%*	*3%*	*%*	**	*-%*	*16%*	*1%*	*7%*	**	*5%*	**	*1%*	*-%*	*9%*
			acd					**ac**		**ac**						a
Hermes	**12**	**	-	2	4	**	6	-	1	6	**	10	**	2	-	12
	3%	**	*-%*	*2%*	*8%*	**	*7%*	*-%*	*1%*	*9%*	**	*4%*	**	*4%*	*-%*	*8%*
		bc			**bc**		c			**bc**						a
UPS	**9**	**	*	2	*	**	-	2	1	4	**	7	**	*	-	9
	3%	**	*1%*	*2%*	*1%*	**	*-%*	*5%*	*1%*	*7%*	**	*3%*	**	*%*	*-%*	*6%*
										ac						a
Parcelforce	**8**	**	-	3	*	**	2	1	4	1	**	8	**	-	-	8
	2%	**	*-%*	*3%*	*%*	**	*3%*	*1%*	*4%*	*1%*	**	*3%*	**	*-%*	*-%*	*6%*
																a
FedEx	**7**	**	2	*	2	**	-	*	2	2	**	4	**	*	-	7
	2%	**	*3%*	*%*	*5%*	**	*-%*	*%*	*2%*	*4%*	**	*2%*	**	*%*	*-%*	*5%*
					c											a
DX	**5**	**	-	2	1	**	2	-	2	-	**	2	**	*	-	5
	1%	**	*-%*	*2%*	*2%*	**	*2%*	*-%*	*2%*	*-%*	**	*1%*	**	*%*	*-%*	*4%*
																a
UK Mail	**4**	**	2	-	*	**	2	-	-	2	**	4	**	-	-	4
	1%	**	*3%*	*-%*	*%*	**	*3%*	*-%*	*-%*	*3%*	**	*2%*	**	*-%*	*-%*	*3%*
																a
Pitney Bowes	**4**	**	-	-	-	**	2	-	-	-	**	-	**	-	-	4
	1%	**	*-%*	*-%*	*-%*	**	*2%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*3%*
																a
Neo Post	**2**	**	-	2	-	**	-	-	2	-	**	2	**	-	-	2
	1%	**	*-%*	*2%*	*-%*	**	*-%*	*-%*	*2%*	*-%*	**	*1%*	**	*-%*	*-%*	*1%*
Interparcel	**2**	**	-	2	-	**	-	-	2	-	**	2	**	-	-	2
	1%	**	*-%*	*2%*	*-%*	**	*-%*	*-%*	*2%*	*-%*	**	*1%*	**	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**348**	46	54	97	83	4	67	52	91	68	5	205	12	64	208	140
Weighted total	**340**	52	53	109	48	4	82	46	93	62	4	228	11	46	197	143
Collect Plus	**1**	**	-	-	-	**	-	1	-	-	**	1	**	-	-	1
	***%**	**	-%	-%	-%	**	-%	*1%*	-%	-%	**	*%*	**	-%	-%	*%*
Fastway Couriers	*	**	-	-	-	**	-	-	*	-	**	*	**	-	-	*
	***%**	**	-%	-%	-%	**	-%	-%	*1%*	-%	**	*%*	**	-%	-%	*%*
Yodel	*	**	-	-	*	**	-	-	-	*	**	*	**	-	-	*
	***%**	**	-%	-%	*%*	**	-%	-%	-%	*%*	**	*%*	**	-%	-%	*%*
Local Courier	*	**	-	-	-	**	*	-	-	-	**	-	**	-	-	*
	***%**	**	-%	-%	-%	**	*%*	-%	-%	-%	**	-%	**	-%	-%	*%*
Secured Mail	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
MHI (Mail Handling International)	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Interlink / Interlink Express / Direct	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Eagle Couriers	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Lynx	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
First Post	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
One Post	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Wey Group International	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
ENC	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Fast Track	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Tuffnels	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Euro	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
UK / British Mail	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Freight - Better / Night	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	348	46	54	97	83	4	67	52	91	68	5	205	12	64	208	140
Weighted total	340	52	53	109	48	4	82	46	93	62	4	228	11	46	197	143
Parcels to go	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Global Mailing	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Haynes	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Priority Express	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Business Post	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Legal Post	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
AJG Parcels	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcel Line	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Coopers Carriers	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
DHS	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Whistl (Previously known as TNT Post)	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Securicor	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Citipost	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Pallet Lines	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Postal Sort	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Amazon	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
None	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Don't know	-	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**348**	46	54	97	83	4	67	52	91	68	5	205	12	64	208	140
Weighted total	**340**	52	53	109	48	4	82	46	93	62	4	228	11	46	197	143
Other answers	**24**	**	6	13	-	**	1	6	10	4	**	19	**	*	-	24
	7%	**	*11%*	*12%*	*-%*	**	*1%*	*13%*	*11%*	*7%*	**	*8%*	**	**%*	*-%*	*17%*
		d	d	d				a	a			c				a
NET: RM Only	**197**	**	30	66	35	**	63	25	43	23	**	113	**	38	197	-
	58%	**	*56%*	*61%*	*73%*	**	*77%*	*53%*	*47%*	*37%*	**	*50%*	**	*84%*	*100%*	*-%*
					ab		**bcd**							a	b	
NET: Provider other than RM only	**143**	**	23	43	13	**	19	22	49	39	**	115	**	7	-	143
	42%	**	*44%*	*39%*	*27%*	**	*23%*	*47%*	*53%*	*63%*	**	*50%*	**	*16%*	*-%*	*100%*
		d	d					a	a	a		c				a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**348**	273	11	91	192	254	30	82	201	94	223	68	1
Weighted total	**340**	259	9	91	196	240	27	85	202	76	191	50	*
Royal Mail	**197**	161	**	85	71	152	**	80	75	52	120	30	**
	58%	*62%*	**	*93%* b	*36%*	*63%* b	**	*95%* b	*37%*	*68%*	*63%*	*60%*	**
DPD	**21**	13	**	-	19	10	**	2	18	3	9	1	**
	6%	*5%*	**	-%	*10%* a	*4%*	** a	*2%*	*9%* a	*3%*	*5%*	*1%*	**
APC	**18**	14	**	-	18	12	**	-	18	4	8	3	**
	5%	*5%*	**	-%	*9%* a	*5%*	**	-%	*9%* a	*5%*	*4%*	*5%*	**
DHL	**14**	7	**	-	14	7	**	-	14	1	4	2	**
	4%	*3%*	**	-%	*7%* a	*3%*	**	-%	*7%* a	*1%*	*2%*	*4%*	**
TNT Express	**13**	9	**	-	12	9	**	-	12	4	5	5	**
	4%	*4%*	**	-%	*6%* a	*4%*	**	-%	*6%* a	*6%*	*3%*	*10%* b	**
Hermes	**12**	10	**	-	12	10	**	-	12	4	4	2	**
	3%	*4%*	**	-%	*6%* a	*4%*	**	-%	*6%* a	*6%*	*2%*	*3%*	**
UPS	**9**	6	**	-	8	6	**	-	8	*	4	*	**
	3%	*2%*	**	-%	*4%*	*3%*	**	-%	*4%*	*%*	*2%*	*%*	**
Parcelforce	**8**	5	**	4	4	4	**	-	8	2	4	1	**
	2%	*2%*	**	*4%*	*2%*	*1%*	** a	-%	*4%*	*3%*	*2%*	*3%*	**
FedEx	**7**	5	**	-	5	4	**	-	5	*	4	*	**
	2%	*2%*	**	-%	*2%*	*2%*	**	-%	*2%*	*%*	*2%*	*%*	**
DX	**5**	4	**	*	4	2	**	*	4	1	5	*	**
	1%	*2%*	**	*%*	*2%*	*1%*	** a	*%*	*2%*	*1%*	*3%*	*%*	**
UK Mail	**4**	4	**	-	4	4	**	-	4	-	2	-	**
	1%	*2%*	**	-%	*2%*	*2%*	**	-%	*2%*	-%	*1%*	-%	**
Pitney Bowes	**4**	-	**	-	2	-	**	-	2	-	-	-	**
	1%	-%	**	-%	*1%*	-%	**	-%	*1%*	-%	-%	-%	**
Neo Post	**2**	-	**	-	2	-	**	-	2	-	2	2	**
	1%	-%	**	-%	*1%*	-%	** a	-%	*1%*	-%	*1%*	*4%*	**
Interparcel	**2**	2	**	-	2	2	**	-	2	2	2	-	**
	1%	*1%*	**	-%	*1%*	*1%*	**	-%	*1%*	*2%*	*1%*	-%	**
Collect Plus	**1**	1	**	-	1	1	**	-	1	-	1	-	**
	%	*%*	**	-%	*%*	*%*	**	-%	*%*	-%	*%*	-%	**
Fastway Couriers	*	-	**	-	*	-	**	-	*	-	-	-	**
	%	-%	**	-%	*%*	-%	**	-%	*%*	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**348**	273	11	91	192	254	30	82	201	94	223	68	1
Weighted total	**340**	259	9	91	196	240	27	85	202	76	191	50	*
Yodel	*	*	**	-	*	*	**	-	*	-	*	-	**
	*%	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%	**
Local Courier	*	-	**	-	*	-	**	-	*	-	-	-	**
	*%	-%	**	-%	*%	-%	**	-%	*%	-%	-%	-%	**
Secured Mail	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Interlink / Interlink Express / Direct	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Tuffnels	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcels to go	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**348**	273	11	91	192	254	30	82	201	94	223	68	1
Weighted total	**340**	259	9	91	196	240	27	85	202	76	191	50	*
Haynes	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Priority Express	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal Post	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Amazon	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**24**	19	**	3	19	17	**	3	19	3	18	4	**
	7%	*7%*	**	*3%*	*10%*	*7%*	**	*3%*	*9%*	*4%*	*10%*	*8%*	**
					a		a						
NET: RM Only	**197**	161	**	85	71	152	**	80	75	52	120	30	**
	58%	*62%*	**	*93%*	*36%*	*63%*	**	*95%*	*37%*	*68%*	*63%*	*60%*	**
				b		b		b					

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**348**	273	11	91	192	254	30	82	201	94	223	68	1
Weighted total	**340**	259	9	91	196	240	27	85	202	76	191	50	*
NET: Provider other than RM only	**143**	98	**	6	125	88	**	4	127	24	71	20	**
	42%	*38%*	**	*7%*	*64%* a	*37%*	** a	*5%*	*63%* a	*32%*	*37%*	*40%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	348	89	195	51	-	209	172	90	3	251	230	195	232	192	13
Weighted total	340	82	171	36	-	217	162	93	*	219	211	196	206	171	4
Royal Mail	197	52	109	21	**	112	99	42	**	139	130	128	126	111	**
	58%	63%	64%	60%	**	51%	61%	45%	**	63%	62%	66%	61%	65%	**
							c								
DPD	21	6	10	2	**	17	9	8	**	9	12	9	10	12	**
	6%	7%	6%	6%	**	8%	5%	9%	**	4%	6%	4%	5%	7%	**
APC	18	4	6	2	**	15	10	9	**	8	8	10	8	8	**
	5%	5%	3%	6%	**	7%	6%	10%	**	4%	4%	5%	4%	5%	**
DHL	14	5	2	*	**	10	4	9	**	5	6	7	3	2	**
	4%	6%	1%	1%	**	4%	3%	9%	**	2%	3%	3%	2%	1%	**
		b						b							
TNT Express	13	7	7	*	**	9	8	1	**	7	9	7	9	5	**
	4%	8%	4%	1%	**	4%	5%	1%	**	3%	4%	4%	4%	3%	**
Hermes	12	2	4	-	**	10	5	4	**	6	6	5	6	4	**
	3%	2%	2%	-%	**	5%	3%	4%	**	3%	3%	3%	3%	2%	**
UPS	9	2	4	2	**	7	7	4	**	4	6	2	5	2	**
	3%	3%	2%	6%	**	3%	4%	5%	**	2%	3%	1%	3%	1%	**
Parcelforce	8	3	3	1	**	8	2	4	**	3	5	7	5	2	**
	2%	4%	2%	4%	**	4%	1%	4%	**	1%	2%	3%	2%	1%	**
FedEx	7	*	3	*	**	4	2	3	**	4	3	2	2	4	**
	2%	*%	2%	*%	**	2%	1%	3%	**	2%	1%	1%	1%	3%	**
DX	5	1	3	*	**	4	*	-	**	5	3	2	5	3	**
	1%	1%	2%	*%	**	2%	*%	-%	**	2%	2%	1%	2%	2%	**
UK Mail	4	-	4	-	**	4	2	2	**	2	4	4	4	4	**
	1%	-%	2%	-%	**	2%	1%	2%	**	1%	2%	2%	2%	2%	**
Pitney Bowes	4	-	-	-	**	-	2	-	**	-	-	-	-	-	**
	1%	-%	-%	-%	**	-%	1%	-%	**	-%	-%	-%	-%	-%	**
Neo Post	2	-	2	2	**	-	2	2	**	2	2	-	2	2	**
	1%	-%	1%	5%	**	-%	1%	2%	**	1%	1%	-%	1%	1%	**
				a				a							
Interparcel	2	-	2	-	**	2	-	-	**	2	2	-	2	-	**
	1%	-%	1%	-%	**	1%	-%	-%	**	1%	1%	-%	1%	-%	**
Collect Plus	1	-	-	-	**	-	1	-	**	1	-	-	-	1	**
	*%	-%	-%	-%	**	-%	*%	-%	**	*%	-%	-%	-%	*%	**
Fastway Couriers	*	-	-	-	**	*	*	-	**	-	-	*	-	-	**
	*%	-%	-%	-%	**	*%	*%	-%	**	-%	-%	*%	-%	-%	**
Yodel	*	-	*	-	**	*	*	-	**	*	*	*	*	*	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Local Courier	*	-	-	-	**	*	-	-	**	-	-	*	-	-	**
	*%	-%	-%	-%	**	*%	-%	-%	**	-%	-%	*%	-%	-%	**
Secured Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	348	89	195	51	-	209	172	90	3	251	230	195	232	192	13
Weighted total	340	82	171	36	-	217	162	93	*	219	211	196	206	171	4
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Interlink / Interlink Express / Direct	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Tuffnels	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcels to go	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Priority Express	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**348**	89	195	51	-	209	172	90	3	251	230	195	232	192	13
Weighted total	**340**	82	171	36	-	217	162	93	*	219	211	196	206	171	4
AJG Parcels	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Amazon	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**24**	1	13	4	**	16	9	6	**	22	15	11	18	10	**
	7%	*1%*	*7%*	*11%*	**	*7%*	*6%*	*7%*	**	*10%*	*7%*	*6%*	*9%*	*6%*	**
			a	a											
NET: RM Only	**197**	52	109	21	**	112	99	42	**	139	130	128	126	111	**
	58%	*63%*	*64%*	*60%*	**	*51%*	*61%*	*45%*	**	*63%*	*62%*	*66%*	*61%*	*65%*	**
							c								
NET: Provider other than RM only	**143**	30	62	14	**	106	63	51	**	80	81	67	80	59	**
	42%	*37%*	*36%*	*40%*	**	*49%*	*39%*	*55%*	**	*37%*	*38%*	*34%*	*39%*	*35%*	**
								b							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**348**	142	103	117	35	34	225	204	21	4	19	3	319	295	322	318	342
Weighted total	**340**	144	104	110	41	37	209	185	15	3	21	2	317	277	319	311	334
Royal Mail	**197**	87	71	70	**	**	119	121	**	**	**	**	183	158	185	181	193
	58%	*60%*	*68%*	*64%*	**	**	*57%*	*65%*	**	**	**	**	*58%*	*57%*	*58%*	*58%*	*58%*
DPD	**21**	10	7	5	**	**	10	13	**	**	**	**	21	16	21	19	21
	6%	*7%*	*7%*	*5%*	**	**	*5%*	*7%*	**	**	**	**	*7%*	*6%*	*7%*	*6%*	*6%*
APC	**18**	10	6	4	**	**	16	12	**	**	**	**	16	16	16	18	18
	5%	*7%*	*5%*	*4%*	**	**	*8%*	*6%*	**	**	**	**	*5%*	*6%*	*5%*	*6%*	*5%*
					c												
DHL	**14**	2	1	7	**	**	5	4	**	**	**	**	14	14	14	12	12
	4%	*2%*	*1%*	*7%*	**	**	*2%*	*2%*	**	**	**	**	*4%*	*5%*	*4%*	*4%*	*4%*
				ab													
TNT Express	**13**	6	7	6	**	**	9	5	**	**	**	**	12	8	12	12	13
	4%	*4%*	*6%*	*5%*	**	**	*5%*	*3%*	**	**	**	**	*4%*	*3%*	*4%*	*4%*	*4%*
Hermes	**12**	2	4	4	**	**	4	4	**	**	**	**	12	12	12	12	12
	3%	*1%*	*4%*	*4%*	**	**	*2%*	*2%*	**	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
UPS	**9**	2	*	*	**	**	7	4	**	**	**	**	9	9	9	7	9
	3%	*2%*	**%*	**%*	**	**	*4%*	*2%*	**	**	**	**	*3%*	*3%*	*3%*	*2%*	*3%*
Parcelforce	**8**	4	1	7	**	**	3	3	**	**	**	**	7	7	7	7	8
	2%	*3%*	*1%*	*7%*	**	**	*2%*	*1%*	**	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*
				b													
FedEx	**7**	*	2	*	**	**	5	5	**	**	**	**	6	6	6	7	7
	2%	**%*	*2%*	**%*	**	**	*2%*	*2%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
DX	**5**	2	-	*	**	**	5	3	**	**	**	**	3	3	3	4	5
	1%	*1%*	*-%*	**%*	**	**	*2%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*2%*
UK Mail	**4**	4	2	-	**	**	4	2	**	**	**	**	4	4	4	4	4
	1%	*3%*	*2%*	*-%*	**	**	*2%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Pitney Bowes	**4**	-	2	-	**	**	-	-	**	**	**	**	2	2	2	4	4
	1%	*-%*	*2%*	*-%*	**	**	*-%*	*-%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Neo Post	**2**	2	2	-	**	**	2	2	**	**	**	**	2	-	2	-	2
	1%	*1%*	*2%*	*-%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*-%*	*1%*	*-%*	*1%*
						c											
Interparcel	**2**	2	-	2	**	**	2	-	**	**	**	**	2	2	2	2	2
	1%	*1%*	*-%*	*2%*	**	**	*1%*	*-%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Collect Plus	**1**	-	-	-	**	**	-	1	**	**	**	**	1	1	1	1	1
	%	*-%*	*-%*	*-%*	**	**	*-%*	**%*	**	**	**	**	**%*	**%*	**%*	**%*	**%*
Fastway Couriers	*	*	*	*	**	**	-	*	**	**	**	**	*	*	*	*	*
	%	**%*	**%*	**%*	**	**	*-%*	**%*	**	**	**	**	**%*	**%*	**%*	**%*	**%*
Yodel	*	-	*	*	**	**	*	*	**	**	**	**	*	*	*	*	*
	%	*-%*	**%*	**%*	**	**	**%*	**%*	**	**	**	**	**%*	**%*	**%*	**%*	**%*
Local Courier	*	-	-	*	**	**	-	-	**	**	**	**	*	-	*	-	-
	%	*-%*	*-%*	**%*	**	**	*-%*	*-%*	**	**	**	**	**%*	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**348**	142	103	117	35	34	225	204	21	4	19	3	319	295	322	318	342
Weighted total	**340**	144	104	110	41	37	209	185	15	3	21	2	317	277	319	311	334
Secured Mail	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**348**	142	103	117	35	34	225	204	21	4	19	3	319	295	322	318	342
Weighted total	**340**	144	104	110	41	37	209	185	15	3	21	2	317	277	319	311	334
Legal Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other answers	**24**	9	1	3	**	**	18	8	**	**	**	**	22	19	22	22	24
	7%	*7%*	*1%*	*2%*	**	**	*9%*	*4%*	**	**	**	**	*7%*	*7%*	*7%*	*7%*	*7%*
NET: RM Only	**197**	b 87	71	70	**	**	119	121	**	**	**	**	183	158	185	181	193
	58%	*60%*	*68%*	*64%*	**	**	*57%*	*65%*	**	**	**	**	*58%*	*57%*	*58%*	*58%*	*58%*
NET: Provider other than RM only	**143**	57	34	40	**	**	90	64	**	**	**	**	134	119	134	131	140
	42%	*40%*	*32%*	*36%*	**	**	*43%*	*35%*	**	**	**	**	*42%*	*43%*	*42%*	*42%*	*42%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**348**	242	328	141	8	272	18	87	253	290	15	78	270	83	206	59
Weighted total	**340**	240	324	122	4	259	23	91	239	292	19	79	261	88	204	48
Royal Mail	**197**	144	187	74	**	155	**	57	140	169	**	32	165	55	116	26
	58%	*60%*	*58%*	*61%*	**	*60%*	**	*63%*	*59%*	*58%*	**	*40%*	*63%* a	*62%*	*57%*	*55%*
DPD	**21**	13	21	6	**	11	**	4	11	20	**	7	15	8	11	2
	6%	*5%*	*7%*	*5%*	**	*4%*	**	*4%*	*4%*	*7%*	**	*9%*	*6%*	*9%*	*6%*	*5%*
APC	**18**	12	18	4	**	12	**	9	8	16	**	7	10	2	10	6
	5%	*5%*	*5%*	*3%*	**	*5%*	**	*10%* b	*3%*	*5%*	**	*9%*	*4%*	*2%*	*5%*	*12%* a
DHL	**14**	12	12	3	**	12	**	2	12	13	**	7	8	3	5	5
	4%	*5%*	*4%*	*3%*	**	*4%*	**	*3%*	*5%*	*5%*	**	*8%* b	*3%*	*4%*	*3%*	*11%* b
TNT Express	**13**	5	12	3	**	12	**	4	9	11	**	2	10	4	6	3
	4%	*2%*	*4%*	*3%*	**	*5%*	**	*4%*	*4%*	*4%*	**	*3%*	*4%*	*5%*	*3%*	*6%*
Hermes	**12**	8	12	4	**	8	**	4	8	12	**	6	6	4	8	-
	3%	*3%*	*4%*	*3%*	**	*3%*	**	*4%*	*3%*	*4%*	**	*7%* b	*2%*	*4%*	*4%*	*-%*
UPS	**9**	7	9	5	**	8	**	-	9	8	**	1	8	3	6	*
	3%	*3%*	*3%*	*4%*	**	*3%*	**	*-%*	*4%*	*3%*	**	*1%*	*3%*	*3%*	*3%*	*%*
Parcelforce	**8**	5	8	4	**	5	**	*	7	6	**	4	4	4	4	1
	2%	*2%*	*2%*	*3%*	**	*2%*	**	*%*	*3%*	*2%*	**	*5%*	*1%*	*4%*	*2%*	*1%*
FedEx	**7**	6	7	4	**	6	**	*	6	5	**	2	4	-	7	*
	2%	*3%*	*2%*	*3%*	**	*3%*	**	*%*	*3%*	*2%*	**	*3%*	*2%*	*-%*	*3%*	*%*
DX	**5**	4	3	*	**	5	**	2	3	3	**	2	3	-	5	-
	1%	*2%*	*1%*	*%*	**	*2%*	**	*2%*	*1%*	*1%*	**	*3%*	*1%*	*-%*	*2%*	*-%*
UK Mail	**4**	4	4	4	**	4	**	2	2	4	**	*	4	2	2	-
	1%	*2%*	*1%*	*3%*	**	*2%*	**	*2%*	*1%*	*1%*	**	*%*	*1%*	*2%*	*1%*	*-%*
Pitney Bowes	**4**	4	4	4	**	2	**	-	2	2	**	2	2	-	2	2
	1%	*1%*	*1%*	*3%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*2%*	*1%*	*-%*	*1%*	*4%*
Neo Post	**2**	-	2	-	**	2	**	-	2	2	**	-	2	-	2	-
	1%	*-%*	*1%*	*-%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	*-%*
Interparcel	**2**	-	2	-	**	2	**	-	2	2	**	-	2	-	2	-
	1%	*-%*	*1%*	*-%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	*-%*
Collect Plus	**1**	-	1	-	**	-	**	-	1	1	**	-	1	-	1	-
	%	*-%*	*%*	*-%*	**	*-%*	**	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*%*	*-%*
Fastway Couriers	*	*	*	*	**	-	**	-	*	*	**	-	*	-	-	*
	%	*%*	*%*	*%*	**	*-%*	**	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*-%*	*1%*
Yodel	*	*	*	-	**	*	**	-	*	*	**	-	*	-	*	-
	%	*%*	*%*	*-%*	**	*%*	**	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*%*	*-%*
Local Courier	*	-	*	-	**	-	**	-	*	*	**	-	*	-	-	*
	%	*-%*	*%*	*-%*	**	*-%*	**	*-%*	*%*	*%*	**	*-%*	*%*	*-%*	*-%*	*%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**348**	242	328	141	8	272	18	87	253	290	15	78	270	83	206	59
Weighted total	**340**	240	324	122	4	259	23	91	239	292	19	79	261	88	204	48
Secured Mail	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**348**	242	328	141	8	272	18	87	253	290	15	78	270	83	206	59
Weighted total	**340**	240	324	122	4	259	23	91	239	292	19	79	261	88	204	48
Legal Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Other answers	**24**	15	22	7	**	14	**	6	18	19	**	8	17	4	18	2
	7%	*6%*	*7%*	*5%*	**	*5%*	**	*7%*	*7%*	*6%*	**	*10%*	*6%*	*5%*	*9%*	*4%*
NET: RM Only	**197**	144	187	74	**	155	**	57	140	169	**	32	165	55	116	26
	58%	*60%*	*58%*	*61%*	**	*60%*	**	*63%*	*59%*	*58%*	**	*40%*	*63%* a	*62%*	*57%*	*55%*
NET: Provider other than RM only	**143**	96	136	48	**	103	**	34	99	123	**	47	95	33	88	21
	42%	*40%*	*42%*	*39%*	**	*40%*	**	*37%*	*41%*	*42%*	**	*60%* b	*37%*	*38%*	*43%*	*45%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**348**	128	35	182	194	154
Weighted total	**340**	138	32	165	174	166
Royal Mail	**197**	67	**	116	104	93
	58%	*48%*	**	*70%*	*60%*	*56%*
				ab		
DPD	**21**	13	**	5	2	19
	6%	*9%*	**	*3%*	*1%*	*12%*
		c	c			a
APC	**18**	14	**	-	10	8
	5%	*10%*	**	*-%*	*5%*	*5%*
		c	c			
DHL	**14**	7	**	7	8	6
	4%	*5%*	**	*4%*	*5%*	*3%*
TNT Express	**13**	7	**	2	5	7
	4%	*5%*	**	*1%*	*3%*	*4%*
Hermes	**12**	4	**	4	8	4
	3%	*3%*	**	*2%*	*5%*	*2%*
			ac			
UPS	**9**	6	**	3	2	7
	3%	*4%*	**	*2%*	*1%*	*4%*
Parcelforce	**8**	4	**	2	4	4
	2%	*3%*	**	*1%*	*3%*	*2%*
FedEx	**7**	3	**	4	6	*
	2%	*2%*	**	*2%*	*4%*	*%*
					b	
DX	**5**	-	**	3	3	2
	1%	*-%*	**	*2%*	*1%*	*1%*
UK Mail	**4**	2	**	2	*	4
	1%	*1%*	**	*1%*	*%*	*2%*
						a
Pitney Bowes	**4**	-	**	4	2	2
	1%	*-%*	**	*2%*	*1%*	*1%*
Neo Post	**2**	-	**	2	-	2
	1%	*-%*	**	*1%*	*-%*	*1%*
Interparcel	**2**	2	**	-	2	-
	1%	*1%*	**	*-%*	*1%*	*-%*
Collect Plus	**1**	-	**	1	-	1
	%	*-%*	**	*%*	*-%*	*%*
Fastway Couriers	*	*	**	-	*	-
	%	*%*	**	*-%*	*%*	*-%*
Yodel	*	*	**	-	*	-
	%	*%*	**	*-%*	*%*	*-%*
Local Courier	*	-	**	*	*	-
	%	*-%*	**	*%*	*%*	*-%*

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**348**	128	35	182	194	154
Weighted total	**340**	138	32	165	174	166
Secured Mail	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
MHI (Mail Handling International)	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Interlink / Interlink Express / Direct	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Eagle Couriers	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Lynx	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
First Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
One Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Wey Group International	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
ENC	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Fast Track	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Tuffnels	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Euro	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
UK / British Mail	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Freight - Better / Night	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Parcels to go	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Global Mailing	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Haynes	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Priority Express	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Business Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Legal Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**348**	128	35	182	194	154
Weighted total	**340**	138	32	165	174	166
AJG Parcels	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Parcel Line	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Coopers Carriers	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
DHS	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Securicor	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Citipost	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Pallet Lines	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Postal Sort	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Amazon	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
None	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Don't know	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Other answers	**24**	9	**	11	16	8
	7%	*6%*	**	*7%*	*9%*	*5%*
NET: RM Only	**197**	67	**	116	104	93
	58%	*48%*	**	*70%*	*60%*	*56%*
				ab		
NET: Provider other than RM only	**143**	71	**	49	70	73
	42%	*52%*	**	*30%*	*40%*	*44%*
		c	c			

Columns Tested: a,b,c - a,b

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	348	36	24	31	48	45	18	18	29	29	28	27	15
Weighted total	340	31	29	30	48	49	16	17	24	29	27	26	13
Royal Mail	197	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	21	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
				a									
APC	18	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	14	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	13	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	12	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
		ce											
UPS	9	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
				d									
Parcelforce	8	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
						d							
FedEx	7	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
DX	5	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Neo Post	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Fastway Couriers	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Yodel	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Local Courier	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 25 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**348**	36	24	31	48	45	18	18	29	29	28	27	15
Weighted total	**340**	31	29	30	48	49	16	17	24	29	27	26	13
Interlink / Interlink Express / Direct	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
One Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**348**	36	24	31	48	45	18	18	29	29	28	27	15
Weighted total	**340**	31	29	30	48	49	16	17	24	29	27	26	13
DHS	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Amazon	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
None	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	**24**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	**197**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	**143**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	91	111	76	70
Weighted total	**340**	90	113	71	66
Royal Mail	**197**	52	63	42	39
	58%	*58%*	*56%*	*60%*	*60%*
DPD	**21**	6	8	2	5
	6%	*7%*	*7%*	*3%*	*8%*
APC	**18**	6	12	-	*
	5%	*6%*	*10%*	*-%*	**%*
		cd	**cd**		
DHL	**14**	5	3	6	*
	4%	*5%*	*3%*	*9%*	**%*
				d	
TNT Express	**13**	5	2	*	5
	4%	*5%*	*2%*	*1%*	*8%*
					bc
Hermes	**12**	4	2	6	-
	3%	*4%*	*2%*	*8%*	*-%*
				d	
UPS	**9**	3	3	*	3
	3%	*4%*	*2%*	**%*	*4%*
Parcelforce	**8**	1	5	2	*
	2%	*1%*	*4%*	*3%*	**%*
FedEx	**7**	2	2	*	2
	2%	*3%*	*2%*	**%*	*3%*
DX	**5**	-	1	4	-
	1%	*-%*	*1%*	*6%*	*-%*
				abd	
UK Mail	**4**	2	2	-	-
	1%	*2%*	*2%*	*-%*	*-%*
Pitney Bowes	**4**	-	2	2	-
	1%	*-%*	*2%*	*3%*	*-%*
Neo Post	**2**	-	-	2	-
	1%	*-%*	*-%*	*3%*	*-%*
Interparcel	**2**	-	-	2	-
	1%	*-%*	*-%*	*3%*	*-%*
Collect Plus	**1**	-	1	-	-
	****%***	*-%*	*1%*	*-%*	*-%*
Fastway Couriers	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*1%*
Yodel	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
Local Courier	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	**%*
Secured Mail	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	91	111	76	70
Weighted total	**340**	90	113	71	66
MHI (Mail Handling International)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-
	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-
	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-
	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	91	111	76	70
Weighted total	**340**	90	113	71	66
Coopers Carriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other answers	**24**	4	9	2	10
	7%	*4%*	*8%*	*3%*	*15%*
					ac
NET: RM Only	**197**	52	63	42	39
	58%	*58%*	*56%*	*60%*	*60%*
NET: Provider other than RM only	**143**	38	50	28	26
	42%	*42%*	*44%*	*40%*	*40%*

Columns Tested: a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	*c	*d	e
Unweighted total	348	209	86	32	21	-	139	53	59	28	14	55
Weighted total	340	323	10	4	3	-	17	85	79	31	13	25
Royal Mail	119	115	3	**	**	**	4	28	27	**	**	12
	35%	35%	31%	**	**	**	26%	33%	34%	**	**	49%
DHL	38	36	1	**	**	**	2	2	13	**	**	5
	11%	11%	10%	**	**	**	11%	3%	16% a	**	**	19% a
Parcelforce	38	36	1	**	**	**	1	15	4	**	**	2
	11%	11%	5%	**	**	**	7%	18% b	5%	**	**	9%
Hermes	30	30	*	**	**	**	*	15	6	**	**	-
	9%	9% bf	2%	**	**	**	1%	18% e	8% e	**	**	-%
UPS	25	24	1	**	**	**	1	3	6	**	**	*
	7%	7%	8%	**	**	**	7%	4%	8%	**	**	1%
DPD	16	15	1	**	**	**	1	4	4	**	**	*
	5%	5%	5%	** a	**	**	7%	5%	5%	**	**	1%
APC	13	13	*	**	**	**	1	4	3	**	**	2
	4%	4%	3%	**	**	**	3%	5%	3%	**	**	9%
UK Mail	10	9	*	**	**	**	*	2	4	**	**	-
	3%	3%	2%	**	**	**	2%	2%	4%	**	**	-%
FedEx	8	7	*	**	**	**	1	-	4	**	**	*
	2%	2%	4%	**	**	**	5%	-%	4%	**	**	1%
TNT Express	6	5	1	**	**	**	1	-	-	**	**	1
	2%	2%	5%	**	**	**	7% a	-%	-%	**	**	4%
DX	4	3	*	**	**	**	1	3	-	**	**	*
	1%	1%	3%	**	**	**	5% a	3%	-%	**	**	*%
Interlink / Interlink Express / Direct	3	3	-	**	**	**	-	2	-	**	**	-
	1%	1%	-%	**	**	**	-%	2%	-%	**	**	-%
Priority Express	2	2	-	**	**	**	*	-	*	**	**	-
	1%	1%	-%	**	**	**	1%	-%	1%	**	**	-%
Whistl (Previously known as TNT Post)	2	2	*	**	**	**	*	-	2	**	**	*
	1%	1%	1%	**	**	**	*%	-%	3%	**	**	*%
Pallet Lines	2	2	-	**	**	**	-	2	-	**	**	-
	1%	1%	-%	**	**	**	-%	2%	-%	**	**	-%
Amazon	2	2	-	**	**	**	-	2	-	**	**	-
	1%	1%	-%	**	**	**	-%	2%	-%	**	**	-%
Collect Plus	1	1	-	**	**	**	-	1	-	**	**	-
	*%	*%	-%	**	**	**	-%	1%	-%	**	**	-%
Eagle Couriers	1	1	-	**	**	**	-	-	1	**	**	-
	*%	*%	-%	**	**	**	-%	-%	1%	**	**	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	*c	*d	e
Unweighted total	348	209	86	32	21	-	139	53	59	28	14	55
Weighted total	340	323	10	4	3	-	17	85	79	31	13	25
Neo Post	1	1	-	**	**	**	-	-	-	**	**	-
	*%	*%	-%	**	**	**	-%	-%	-%	**	**	-%
Legal Post	*	*	-	**	**	**	-	-	*	**	**	-
	*%	*%	-%	**	**	**	-%	-%	1%	**	**	-%
Tuffnels	*	-	*	**	**	**	*	-	-	**	**	*
	*%	-%	2%	**	**	**	3%	-%	-%	**	**	2%
			a	a			a					
Pitney Bowes	*	-	*	**	**	**	*	-	-	**	**	-
	*%	-%	2%	**	**	**	1%	-%	-%	**	**	-%
			a									
One Post	*	-	*	**	**	**	*	-	-	**	**	-
	*%	-%	2%	**	**	**	1%	-%	-%	**	**	-%
Fastway Couriers	*	-	*	**	**	**	*	-	-	**	**	-
	*%	-%	1%	**	**	**	1%	-%	-%	**	**	-%
Yodel	*	-	-	**	**	**	*	-	-	**	**	*
	*%	-%	-%	**	**	**	1%	-%	-%	**	**	*%
				a								
Global Mailing	*	-	-	**	**	**	*	-	-	**	**	-
	*%	-%	-%	**	**	**	*%	-%	-%	**	**	-%
				a								
Secured Mail	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
MHI (Mail Handling International)	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Local Courier	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Lynx	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
First Post	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Wey Group International	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
ENC	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Fast Track	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Euro	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
UK / British Mail	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Freight - Better / Night	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**348**	209	86	32	21	-	139	53	59	28	14	55
Weighted total	**340**	323	10	4	3	-	17	85	79	31	13	25
Parcels to go	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Haynes	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Business Post	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
AJG Parcels	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Parcel Line	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Coopers Carriers	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
DHS	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Interparcel	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Securicor	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Citipost	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Postal Sort	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
None	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Don't know	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Other answers	**18**	16	1	**	**	**	2	2	5	**	**	1
	5%	*5%*	*13%*	**	**	**	*12%*	*2%*	*6%*	**	**	*4%*
			a				a					
NET: RM Only	**119**	115	3	**	**	**	4	28	27	**	**	12
	35%	*35%*	*31%*	**	**	**	*26%*	*33%*	*34%*	**	**	*49%*
NET: Provider other than RM only	**221**	208	7	**	**	**	13	57	52	**	**	13
	65%	*65%*	*69%*	**	**	**	*74%*	*67%*	*66%*	**	**	*51%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	348	32	18	47	7	16	48	28	20	30	246	38	32	32
Weighted total	340	38	24	57	10	22	67	26	22	37	303	16	10	11
Royal Mail	119	**	**	**	**	**	**	**	**	**	109	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*36%*	**	**	**
							cl				cl			l
DHL	38	**	**	**	**	**	**	**	**	**	34	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
				a						acfjklm				
Parcelforce	38	**	**	**	**	**	**	**	**	**	33	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
Hermes	30	**	**	**	**	**	**	**	**	**	27	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
UPS	25	**	**	**	**	**	**	**	**	**	24	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
		lm		lm										
DPD	16	**	**	**	**	**	**	**	**	**	16	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
				ajlm										
APC	13	**	**	**	**	**	**	**	**	**	13	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
UK Mail	10	**	**	**	**	**	**	**	**	**	10	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
FedEx	8	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
												j	cfijm	
TNT Express	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
DX	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Interlink / Interlink Express / Direct	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
													j	j
Priority Express	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
													j	
Whistl (Previously known as TNT Post)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
		j												
Pallet Lines	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
		j												
Amazon	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Collect Plus	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
												j	j	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	**348**	32	18	47	7	16	48	28	20	30	246	38	32	32
Weighted total	**340**	38	24	57	10	22	67	26	22	37	303	16	10	11
Eagle Couriers	**1**	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
Neo Post	**1**	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
Legal Post	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
Tuffnels	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	**
One Post	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	**
Fastway Couriers	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
Yodel	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Local Courier	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	348	32	18	47	7	16	48	28	20	30	246	38	32	32
Weighted total	340	38	24	57	10	22	67	26	22	37	303	16	10	11
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interparcel	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	18	**	**	**	**	**	**	**	**	**	15	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
NET: RM Only	119	**	**	**	**	**	**	**	**	**	109	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*36%*	**	**	**
							cl				cl			l
NET: Provider other than RM only	221	**	**	**	**	**	**	**	**	**	194	**	**	**
	65%	**	**	**	**	**	**	**	**	**	*64%*	**	**	**
				fj									fjm	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	348	35	17	45	7	16	47	25	19	30	241	41	33	33
Weighted total	340	41	22	57	8	20	67	24	22	37	298	20	10	11
Royal Mail	119	**	**	**	**	**	**	**	**	**	106	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*36%*	**	**	**
							l				l			l
DHL	38	**	**	**	**	**	**	**	**	**	34	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
				a						acfjklm	a			
Parcelforce	38	**	**	**	**	**	**	**	**	**	33	**	**	**
	11%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
														k
Hermes	30	**	**	**	**	**	**	**	**	**	27	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
UPS	25	**	**	**	**	**	**	**	**	**	24	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
		lm		lm										
DPD	16	**	**	**	**	**	**	**	**	**	16	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
APC	13	**	**	**	**	**	**	**	**	**	13	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
UK Mail	10	**	**	**	**	**	**	**	**	**	10	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
FedEx	8	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
													acfijkm	
TNT Express	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
													j	
DX	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Interlink / Interlink Express / Direct	3	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
												cfj	j	j
Priority Express	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
													j	
Whistl (Previously known as TNT Post)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
		j												
Pallet Lines	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
		j												
Amazon	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Collect Plus	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
												j	j	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (sample)												
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Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	**348**	35	17	45	7	16	47	25	19	30	241	41	33	33
Weighted total	**340**	41	22	57	8	20	67	24	22	37	298	20	10	11
Eagle Couriers	**1**	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
Neo Post	**1**	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
Legal Post	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
Tuffnels	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	**
One Post	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	**
Fastway Couriers	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
Yodel	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	*%	**	**	**
Secured Mail	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
MHI (Mail Handling International)	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Local Courier	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	**-**	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	i	j	k	l	m
Unweighted total	348	35	17	45	7	16	47	25	19	30	241	41	33	33
Weighted total	340	41	22	57	8	20	67	24	22	37	298	20	10	11
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interparcel	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	18	**	**	**	**	**	**	**	**	**	15	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
NET: RM Only	119	**	**	**	**	**	**	**	**	**	106	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*36%*	**	**	**
							l				l			l
NET: Provider other than RM only	221	**	**	**	**	**	**	**	**	**	192	**	**	**
	65%	**	**	**	**	**	**	**	**	**	*64%*	**	**	**
													fjm	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	348	4	71	11	20	129	3	8	98	265	83	317	31	345	3
Weighted total	340	1	65	4	16	165	1	5	79	282	58	315	25	335	5
Royal Mail	119	**	28	**	**	66	**	**	18	103	16	116	**	116	**
	35%	**	43% h	**	**	40% h	**	**	22%	36%	28%	37% b	**	35%	**
DHL	38	**	4	**	**	17	**	**	12	33	5	37	**	37	**
	11%	**	6%	**	**	10%	**	**	15%	12%	9%	12%	**	11%	**
Parcelforce	38	**	7	**	**	10	**	**	16	32	6	32	**	36	**
	11%	**	11%	**	**	6%	**	**	21% e	11%	10%	10%	**	11%	**
Hermes	30	**	2	**	**	19	**	**	6	27	3	28	**	30	**
	9%	**	3%	**	**	12% b	**	**	8%	10%	6%	9%	**	9%	**
UPS	25	**	2	**	**	15	**	**	6	25	1	21	**	25	**
	7%	**	4%	**	**	9%	**	**	7%	9% b	1%	7%	** a	8%	**
DPD	16	**	*	**	**	9	**	**	4	14	2	16	**	16	**
	5%	**	1%	**	**	5%	**	**	5%	5%	4%	5%	**	5%	**
APC	13	**	4	**	**	7	**	**	2	11	2	13	**	13	**
	4%	**	7%	**	**	4%	**	**	3%	4%	4%	4%	**	4%	**
UK Mail	10	**	2	**	**	8	**	**	*	7	2	10	**	10	**
	3%	**	3%	**	**	5% h	**	**	*%	3%	4%	3%	**	3%	**
FedEx	8	**	3	**	**	2	**	**	3	6	2	7	**	8	**
	2%	**	5%	**	**	1%	**	**	4%	2%	3%	2%	**	2%	**
TNT Express	6	**	2	**	**	3	**	**	*	3	3	6	**	6	**
	2%	**	4%	**	**	2%	**	**	*%	1%	5% a	2%	**	2%	**
DX	4	**	3	**	**	-	**	**	1	4	-	1	**	4	**
	1%	**	4% e	**	**	-%	**	**	1%	1%	-%	*%	** a	1%	**
Interlink / Interlink Express / Direct	3	**	-	**	**	2	**	**	-	-	3	1	**	3	**
	1%	**	-%	**	**	1%	**	**	-%	-%	5% a	*%	** a	1%	**
Priority Express	2	**	-	**	**	-	**	**	2	2	-	2	**	2	**
	1%	**	-%	**	**	-%	**	**	3%	1%	-%	1%	**	1%	**
Whistl (Previously known as TNT Post)	2	**	2	**	**	-	**	**	-	*	2	2	**	2	**
	1%	**	3% e	**	**	-%	**	**	-%	*%	4% a	1%	**	1%	**
Pallet Lines	2	**	-	**	**	2	**	**	-	-	2	2	**	2	**
	1%	**	-%	**	**	1%	**	**	-%	-%	3% a	1%	**	1%	**
Amazon	2	**	-	**	**	2	**	**	-	2	-	2	**	2	**
	1%	**	-%	**	**	1%	**	**	-%	1%	-%	1%	**	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	348	4	71	11	20	129	3	8	98	265	83	317	31	345	3
Weighted total	340	1	65	4	16	165	1	5	79	282	58	315	25	335	5
Collect Plus	1	**	-	**	**	-	**	**	-	1	1	1	**	1	**
	*%	**	-%	**	**	-%	**	**	-%	*%	1%	*%	**	*%	**
Eagle Couriers	1	**	-	**	**	-	**	**	1	1	-	1	**	1	**
	*%	**	-%	**	**	-%	**	**	1%	*%	-%	*%	**	*%	**
Neo Post	1	**	-	**	**	-	**	**	1	1	-	1	**	1	**
	*%	**	-%	**	**	-%	**	**	1%	*%	-%	*%	**	*%	**
Legal Post	*	**	-	**	**	-	**	**	*	*	-	*	**	*	**
	*%	**	-%	**	**	-%	**	**	1%	*%	-%	*%	**	*%	**
Tuffnels	*	**	*	**	**	-	**	**	-	*	*	*	**	*	**
	*%	**	*%	**	**	-%	**	**	-%	*%	*%	*%	**	*%	**
Pitney Bowes	*	**	-	**	**	-	**	**	*	-	*	-	**	*	**
	*%	**	-%	**	**	-%	**	**	*%	-%	*%	-%	**	*%	**
One Post	*	**	-	**	**	-	**	**	-	*	-	*	**	*	**
	*%	**	-%	**	**	-%	**	**	-%	*%	-%	*%	**	*%	**
Fastway Couriers	*	**	-	**	**	*	**	**	-	-	*	*	**	*	**
	*%	**	-%	**	**	*%	**	**	-%	-%	*%	*%	**	*%	**
Yodel	*	**	-	**	**	*	**	**	-	-	*	*	**	*	**
	*%	**	-%	**	**	*%	**	**	-%	-%	*%	*%	**	*%	**
Global Mailing	*	**	-	**	**	-	**	**	*	*	-	*	**	*	**
	*%	**	-%	**	**	-%	**	**	*%	*%	-%	*%	**	*%	**
Secured Mail	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
MHI (Mail Handling International)	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Local Courier	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Lynx	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
First Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Wey Group International	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
ENC	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Fast Track	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Euro	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
UK / British Mail	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	348	4	71	11	20	129	3	8	98	265	83	317	31	345	3
Weighted total	340	1	65	4	16	165	1	5	79	282	58	315	25	335	5
Freight - Better / Night	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Parcels to go	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Haynes	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Business Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
AJG Parcels	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Parcel Line	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Coopers Carriers	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
DHS	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Interparcel	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Securicor	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Citipost	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Postal Sort	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
None	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Don't know	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Other answers	18	**	4	**	**	4	**	**	5	10	7	15	**	18	**
	5%	**	6%	**	**	3%	**	**	7%	4%	13% a	5%	**	5%	**
NET: RM Only	119	**	28	**	**	66	**	**	18	103	16	116	**	116	**
	35%	**	43% h	**	**	40% h	**	**	22%	36%	28%	37% b	**	35%	**
NET: Provider other than RM only	221	**	37	**	**	99	**	**	61	180	42	200	**	219	**
	65%	**	57%	**	**	60%	**	**	78% be	64%	72%	63%	** a	65%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 26 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	348	145	70	130	164	138	36	8	2	-	-	-	302	46	32	132	184
Weighted total	340	125	67	144	180	126	29	5	*	-	-	-	306	34	31	148	160
Royal Mail	119	45	20	50	51	56	**	**	**	**	**	**	106	**	**	42	68
	35%	36%	31%	34%	28%	44%	**	**	**	**	**	**	35%	**	**	28%	43%
						a											b
DHL	38	18	9	12	22	14	**	**	**	**	**	**	36	**	**	22	16
	11%	14%	13%	8%	12%	11%	**	**	**	**	**	**	12%	**	**	15%	10%
																a	
Parcelforce	38	15	5	18	27	10	**	**	**	**	**	**	37	**	**	16	11
	11%	12%	7%	13%	15%	8%	**	**	**	**	**	**	12%	**	**	11%	7%
					cj								cj		bc		
Hermes	30	12	7	11	21	7	**	**	**	**	**	**	28	**	**	17	9
	9%	10%	10%	8%	12%	6%	**	**	**	**	**	**	9%	**	**	12%	6%
UPS	25	9	4	12	12	10	**	**	**	**	**	**	21	**	**	9	13
	7%	7%	6%	8%	7%	8%	**	**	**	**	**	**	7%	**	**	6%	8%
DPD	16	5	2	9	7	4	**	**	**	**	**	**	11	**	**	4	10
	5%	4%	3%	6%	4%	3%	**	**	**	**	**	**	3%	**	**	3%	6%
							abi							abi			
APC	13	3	6	4	6	7	**	**	**	**	**	**	13	**	**	4	7
	4%	2%	9%	3%	3%	6%	**	**	**	**	**	**	4%	**	**	3%	5%
			a														
UK Mail	10	2	4	4	2	8	**	**	**	**	**	**	10	**	**	2	8
	3%	2%	6%	3%	1%	6%	**	**	**	**	**	**	3%	**	**	1%	5%
						a											
FedEx	8	2	2	4	5	2	**	**	**	**	**	**	7	**	**	5	3
	2%	2%	3%	3%	3%	1%	**	**	**	**	**	**	2%	**	**	3%	2%
TNT Express	6	2	1	2	4	*	**	**	**	**	**	**	4	**	**	4	2
	2%	2%	2%	2%	2%	*%	**	**	**	**	**	**	1%	**	**	3%	1%
							bi							b			
DX	4	-	*	3	3	*	**	**	**	**	**	**	3	**	**	3	1
	1%	-%	*%	2%	2%	*%	**	**	**	**	**	**	1%	**	**	2%	*%
Interlink / Interlink Express / Direct	3	1	1	2	1	2	**	**	**	**	**	**	3	**	**	1	2
	1%	*%	1%	1%	*%	2%	**	**	**	**	**	**	1%	**	**	*%	2%
Priority Express	2	2	-	*	2	*	**	**	**	**	**	**	2	**	**	2	*
	1%	1%	-%	*%	1%	*%	**	**	**	**	**	**	1%	**	**	1%	*%
Whistl (Previously known as TNT Post)	2	2	-	-	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	2%	-%	-%	1%	-%	**	**	**	**	**	**	1%	**	**	1%	-%
Pallet Lines	2	-	2	-	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	-%	3%	-%	1%	-%	**	**	**	**	**	**	1%	**	**	1%	-%
			a														
Amazon	2	-	-	2	-	-	**	**	**	**	**	**	-	**	**	-	2
	1%	-%	-%	1%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	1%
							abi							abi			
Collect Plus	1	1	-	-	1	-	**	**	**	**	**	**	1	**	**	1	-
	*%	1%	-%	-%	1%	-%	**	**	**	**	**	**	*%	**	**	*%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**348**	145	70	130	164	138	36	8	2	-	-	-	302	46	32	132	184
Weighted total	**340**	125	67	144	180	126	29	5	*	-	-	-	306	34	31	148	160
Eagle Couriers	**1**	1	-	*	1	-	**	**	**	**	**	**	1	**	**	-	*
	***%**	*%	-%	*%	*%	-%	**	**	**	**	**	**	*%	**	**	-%	*%
Neo Post	**1**	1	-	-	1	-	**	**	**	**	**	**	1	**	**	1	-
	***%**	*1%*	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	**	*%	-%
Legal Post	*	-	*	-	-	*	**	**	**	**	**	**	*	**	**	-	*
	***%**	-%	*1%*	-%	-%	*%	**	**	**	**	**	**	*%	**	**	-%	*%
Tuffnels	*	*	-	*	-	*	**	**	**	**	**	**	*	**	**	-	*
	***%**	*%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	**	-%	*%
Pitney Bowes	*	-	-	*	*	-	**	**	**	**	**	**	*	**	**	*	-
	***%**	-%	-%	*%	*%	-%	**	**	**	**	**	**	*%	**	**	*%	-%
One Post	*	*	-	-	*	-	**	**	**	**	**	**	*	**	**	-	-
	***%**	*%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	**	-%	-%
Fastway Couriers	*	*	-	-	*	*	**	**	**	**	**	**	*	**	**	*	*
	***%**	*%	-%	-%	*%	*%	**	**	**	**	**	**	*%	**	**	*%	*%
Yodel	*	-	-	*	-	-	**	**	**	**	**	**	-	**	**	-	*
	***%**	-%	-%	*%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	*%
Global Mailing	*	-	-	*	-	*	**	**	**	**	**	**	*	**	**	-	*
	***%**	-%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	**	-%	*%
Secured Mail	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Local Courier	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Lynx	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
First Post	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Wey Group International	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
ENC	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Fast Track	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Euro	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
UK / British Mail	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**348**	145	70	130	164	138	36	8	2	-	-	-	302	46	32	132	184
Weighted total	**340**	125	67	144	180	126	29	5	*	-	-	-	306	34	31	148	160
Parcels to go	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Haynes	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Business Post	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
AJG Parcels	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Parcel Line	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
DHS	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Interparcel	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Securicor	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Citipost	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Postal Sort	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
None	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Don't know	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Other answers	**18**	5	3	9	12	5	**	**	**	**	**	**	17	**	**	12	6
	5%	*4%*	*5%*	*6%*	*7%*	*4%*	**	**	**	**	**	**	*5%*	**	**	*8%*	*4%*
NET: RM Only	**119**	45	20	50	51	56	**	**	**	**	**	**	106	**	**	42	68
	35%	*36%*	*31%*	*34%*	*28%*	*44%*	**	**	**	**	**	**	*35%*	**	**	*28%*	*43%*
						a											b
NET: Provider other than RM only	**221**	80	46	95	129	71	**	**	**	**	**	**	200	**	**	106	92
	65%	*64%*	*69%*	*66%*	*72%*	*56%*	**	**	**	**	**	**	*65%*	**	**	*72%*	*57%*
					b											c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**348**	253	233	284	283	126	266	236	20	10	13	2	3	-	262	8	8	3	1	1	-	2
Weighted total	**340**	221	213	267	287	105	240	247	7	6	6	*	1	-	269	8	6	2	*	*	-	1
Royal Mail	**119**	72	73	93	108	36	84	92	**	**	**	**	**	**	101	**	**	**	**	**	**	**
	35%	*33%*	*34%*	*35%*	*38%*	*34%*	*35%*	*37%*	**	**	**	**	**	**	*37%*	**	**	**	**	**	**	**
DHL	**38**	28	24	32	29	13	26	28	**	**	**	**	**	**	26	**	**	**	**	**	**	**
	11%	*13%*	*11%*	*12%*	*10%*	*12%*	*11%*	*11%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
Parcelforce	**38**	27	24	34	35	12	20	33	**	**	**	**	**	**	35	**	**	**	**	**	**	**
	11%	*12%*	*11%*	*13%*	*12%*	*12%*	*8%*	*13%*	**	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
Hermes	**30**	18	17	25	24	8	20	21	**	**	**	**	**	**	24	**	**	**	**	**	**	**
	9%	*8%*	*8%*	*9%*	*8%*	*7%*	*8%*	*9%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
UPS	**25**	14	14	16	17	7	15	14	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	7%	*6%*	*7%*	*6%*	*6%*	*7%*	*6%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
DPD	**16**	8	12	12	12	6	14	10	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	5%	*4%*	*6%*	*5%*	*4%*	*6%*	*6%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
APC	**13**	9	9	9	11	4	11	9	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	4%	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
UK Mail	**10**	6	4	6	10	2	6	4	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	3%	*3%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
FedEx	**8**	4	3	4	5	3	6	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*1%*	*2%*	*3%*	*2%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
TNT Express	**6**	4	3	4	6	5	6	3	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*1%*	*2%*	*5%*	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
DX	**4**	1	1	1	4	*	4	*	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	**%*	**%*	**%*	*1%*	**%*	*2%*	**%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	**3**	3	3	3	2	1	3	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Priority Express	**2**	1	1	1	1	-	2	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	**%*	**%*	**%*	**%*	*-%*	*1%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**2**	2	2	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Pallet Lines	**2**	2	2	2	2	2	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Amazon	**2**	-	2	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Collect Plus	**1**	1	1	1	1	-	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	****%***	*1%*	*1%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Eagle Couriers	**1**	1	*	1	*	*	*	1	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Neo Post	**1**	1	1	1	1	-	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Legal Post	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 26 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**348**	253	233	284	283	126	266	236	20	10	13	2	3	-	262	8	8	3	1	1	-	2
Weighted total	**340**	221	213	267	287	105	240	247	7	6	6	*	1	-	269	8	6	2	*	*	-	1
Tuffnels	*	*	*	*	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Pitney Bowes	*	*	*	*	-	-	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	-%	-%	*%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
One Post	*	*	-	*	-	-	-	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	-%	*%	-%	-%	-%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fastway Couriers	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	-%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Yodel	*	*	*	*	*	*	*	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Secured Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Local Courier	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
First Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
ENC	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fast Track	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Euro	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
UK / British Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Freight - Better / Night	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcels to go	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Business Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**348**	253	233	284	283	126	266	236	20	10	13	2	3	-	262	8	8	3	1	1	-	2
Weighted total	**340**	221	213	267	287	105	240	247	7	6	6	*	1	-	269	8	6	2	*	*	-	1
AJG Parcels	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcel Line	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Coopers Carriers	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
DHS	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Interparcel	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Postal Sort	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	**18**	18	15	18	15	5	15	16	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	5%	*8%*	*7%*	*7%*	*5%*	*5%*	*6%*	*7%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
NET: RM Only	**119**	72	73	93	108	36	84	92	**	**	**	**	**	**	101	**	**	**	**	**	**	**
	35%	*33%*	*34%*	*35%*	*38%*	*34%*	*35%*	*37%*	**	**	**	**	**	**	*37%*	**	**	**	**	**	**	**
NET: Provider other than RM only	**221**	149	140	174	179	69	156	155	**	**	**	**	**	**	168	**	**	**	**	**	**	**
	65%	*67%*	*66%*	*65%*	*62%*	*66%*	*65%*	*63%*	**	**	**	**	**	**	*63%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**348**	46	54	97	83	4	67	52	91	68	5	205	12	64	208	140
Weighted total	**340**	52	53	109	48	4	82	46	93	62	4	228	11	46	197	143
Royal Mail	**119**	**	21	36	11	**	16	21	41	29	**	97	**	7	-	119
	35%	**	*39%*	*33%*	*23%*	**	*20%*	*46%*	*45%*	*46%*	**	*42%*	**	*15%*	-%	*83%*
		d	d					a	a	a		c				a
DHL	**38**	**	7	13	3	**	15	5	4	1	**	22	**	7	33	5
	11%	**	*13%*	*12%*	*6%*	**	*19%*	*12%*	*5%*	*2%*	**	*10%*	**	*16%*	*17%*	*3%*
							cd	d							b	
Parcelforce	**38**	**	8	6	8	**	20	8	3	4	**	17	**	15	38	-
	11%	**	*16%*	*6%*	*16%*	**	*24%*	*16%*	*4%*	*7%*	**	*7%*	**	*32%*	*19%*	-%
		c			c		**cd**	c						a	b	
Hermes	**30**	**	7	5	8	**	8	5	6	4	**	21	**	3	30	1
	9%	**	*14%*	*5%*	*17%*	**	*10%*	*11%*	*7%*	*7%*	**	*9%*	**	*6%*	*15%*	*%
			c		c										b	
UPS	**25**	**	2	10	2	**	7	-	8	2	**	12	**	5	23	2
	7%	**	*4%*	*9%*	*5%*	**	*8%*	-%	*9%*	*3%*	**	*5%*	**	*10%*	*12%*	*1%*
							b		b						b	
DPD	**16**	**	2	2	8	**	3	-	2	8	**	10	**	3	12	4
	5%	**	*5%*	*2%*	*16%*	**	*3%*	-%	*2%*	*12%*	**	*4%*	**	*6%*	*6%*	*3%*
					abc					**abc**						
APC	**13**	**	-	9	*	**	4	-	7	*	**	11	**	-	13	-
	4%	**	-%	*8%*	*1%*	**	*5%*	-%	*7%*	*%*	**	*5%*	**	-%	*7%*	-%
				abd					**bd**						b	
UK Mail	**10**	**	*	4	2	**	2	*	2	6	**	8	**	*	6	4
	3%	**	*%	*3%*	*4%*	**	*2%*	*%	*2%*	*9%*	**	*3%*	**	*%	*3%*	*3%*
										bc						
FedEx	**8**	**	*	2	1	**	*	1	3	1	**	5	**	-	7	1
	2%	**	*%	*2%*	*1%*	**	*%	*2%*	*3%*	*2%*	**	*2%*	**	-%	*4%*	*%
															b	
TNT Express	**6**	**	2	1	1	**	1	*	3	2	**	5	**	1	6	*
	2%	**	*4%*	*1%*	*2%*	**	*1%*	*1%*	*3%*	*3%*	**	*2%*	**	*2%*	*3%*	*%
DX	**4**	**	-	-	1	**	-	*	3	*	**	*	**	1	1	3
	1%	**	-%	-%	*1%*	**	-%	*1%*	*3%*	*%	**	*%	**	*2%*	*%	*2%*
Interlink / Interlink Express / Direct	**3**	**	1	2	-	**	-	-	2	-	**	2	**	-	3	-
	1%	**	*2%*	*2%*	-%	**	-%	-%	*3%*	-%	**	*1%*	**	-%	*2%*	-%
Priority Express	**2**	**	-	*	*	**	-	1	-	-	**	-	**	1	2	-
	1%	**	-%	*%	*%	**	-%	*1%*	-%	-%	**	-%	**	*1%*	*1%*	-%
Whistl (Previously known as TNT Post)	**2**	**	-	2	-	**	2	*	-	-	**	2	**	-	2	*
	1%	**	-%	*2%*	-%	**	*3%*	*%	-%	-%	**	*1%*	**	-%	*1%*	*%
Pallet Lines	**2**	**	-	2	-	**	-	-	-	2	**	2	**	-	-	2
	1%	**	-%	*2%*	-%	**	-%	-%	-%	*3%*	**	*1%*	**	-%	-%	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**348**	46	54	97	83	4	67	52	91	68	5	205	12	64	208	140
Weighted total	**340**	52	53	109	48	4	82	46	93	62	4	228	11	46	197	143
Amazon	**2**	**	-	2	-	**	-	-	2	-	**	2	**	-	2	-
	1%	**	-%	*2%*	-%	**	-%	-%	*2%*	-%	**	*1%*	**	-%	*1%*	-%
Collect Plus	**1**	**	-	1	-	**	1	-	-	-	**	-	**	1	1	-
	%	**	-%	*1%*	-%	**	*1%*	-%	-%	-%	**	-%	**	*1%*	*1%*	-%
Eagle Couriers	**1**	**	-	-	-	**	*	-	-	-	**	*	**	-	1	-
	%	**	-%	-%	-%	**	*1%*	-%	-%	-%	**	*%*	**	-%	*1%*	-%
Neo Post	**1**	**	1	-	-	**	1	-	-	-	**	-	**	1	1	-
	%	**	*1%*	-%	-%	**	*1%*	-%	-%	-%	**	-%	**	*1%*	*%*	-%
Legal Post	*	**	-	-	*	**	-	-	*	-	**	*	**	-	*	-
	%	**	-%	-%	*1%*	**	-%	-%	*1%*	-%	**	*%*	**	-%	*%*	-%
Tuffnels	*	**	-	*	-	**	*	-	-	*	**	*	**	-	*	-
	%	**	-%	*%*	-%	**	*%*	-%	-%	*%*	**	*%*	**	-%	*%*	-%
Pitney Bowes	*	**	-	-	*	**	-	-	-	-	**	-	**	-	*	-
	%	**	-%	-%	*%*	**	-%	-%	-%	-%	**	-%	**	-%	*%*	-%
One Post	*	**	-	-	-	**	-	-	-	-	**	-	**	-	*	-
	%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*%*	-%
Fastway Couriers	*	**	*	-	*	**	-	*	-	-	**	-	**	*	*	-
	%	**	*%*	-%	*%*	**	-%	*%*	-%	-%	**	-%	**	*%*	*%*	-%
Yodel	*	**	-	-	*	**	-	-	-	-	**	*	**	-	-	*
	%	**	-%	-%	*%*	**	-%	-%	-%	-%	**	*%*	**	-%	-%	*%*
Global Mailing	*	**	-	-	*	**	-	-	-	*	**	*	**	-	*	-
	%	**	-%	-%	*%*	**	-%	-%	-%	*%*	**	*%*	**	-%	*%*	-%
Secured Mail	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
MHI (Mail Handling International)	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Local Courier	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Lynx	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
First Post	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Wey Group International	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
ENC	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**348**	46	54	97	83	4	67	52	91	68	5	205	12	64	208	140
Weighted total	**340**	52	53	109	48	4	82	46	93	62	4	228	11	46	197	143
Fast Track	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Euro	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
UK / British Mail	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Freight - Better / Night	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcels to go	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Haynes	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Business Post	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
AJG Parcels	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcel Line	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Coopers Carriers	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
DHS	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Interparcel	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Securicor	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Citipost	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Postal Sort	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
None	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Don't know	**-**	**	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Other answers	**18**	**	1	11	3	**	2	5	5	3	**	11	**	3	15	3
	5%	**	*2%*	*10%*	*6%*	**	*3%*	*10%*	*6%*	*4%*	**	*5%*	**	*7%*	*7%*	*2%*
															b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**348**	46	54	97	83	4	67	52	91	68	5	205	12	64	208	140
Weighted total	**340**	52	53	109	48	4	82	46	93	62	4	228	11	46	197	143
NET: RM Only	**119**	**	21	36	11	**	16	21	41	29	**	97	**	7	-	119
	35%	**	*39%*	*33%*	*23%*	**	*20%*	*46%*	*45%*	*46%*	**	*42%*	**	*15%*	-%	*83%*
		d	d					a	a	a		c				a
NET: Provider other than RM only	**221**	**	32	73	38	**	65	25	52	33	**	132	**	39	197	24
	65%	**	*61%*	*67%*	*77%*	**	*80%*	*54%*	*55%*	*54%*	**	*58%*	**	*85%*	*100%*	*17%*
					ab		**bcd**							a	b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**348**	273	11	91	192	254	30	82	201	94	223	68	1
Weighted total	**340**	259	9	91	196	240	27	85	202	76	191	50	*
Royal Mail	**119**	87	**	4	103	79	**	4	103	20	61	17	**
	35%	*34%*	**	*5%*	*53%* a	*33%*	** a	*5%*	*51%* a	*27%*	*32%*	*33%*	**
DHL	**38**	31	**	13	17	28	**	9	20	9	20	9	**
	11%	*12%*	**	*14%*	*9%*	*12%*	**	*11%*	*10%*	*12%*	*11%*	*19%*	**
Parcelforce	**38**	34	**	18	17	33	**	19	16	11	24	3	**
	11%	*13%*	**	*20%* b	*8%*	*14%*	**	*22%* b	*8%*	*15%*	*13%*	*6%*	**
Hermes	**30**	25	**	11	13	23	**	13	11	4	17	6	**
	9%	*10%*	**	*13%*	*6%*	*9%*	**	*16%* b	*5%*	*5%*	*9%*	*11%*	**
UPS	**25**	16	**	10	7	16	**	10	7	7	12	5	**
	7%	*6%*	**	*11%* b	*3%*	*7%*	**	*12%* b	*3%*	*10%*	*6%*	*9%*	**
DPD	**16**	12	**	1	12	9	**	1	12	4	7	-	**
	5%	*5%*	**	*1%*	*6%* a	*4%*	** a	*1%*	*6%*	*5%*	*4%*	*-%*	**
APC	**13**	9	**	6	5	9	**	6	5	4	9	2	**
	4%	*4%*	**	*7%*	*2%*	*4%*	**	*7%* b	*2%*	*6%*	*5%*	*4%*	**
UK Mail	**10**	6	**	4	6	6	**	6	4	4	6	2	**
	3%	*2%*	**	*4%*	*3%*	*2%*	**	*7%* b	*2%*	*5%*	*3%*	*3%*	**
FedEx	**8**	4	**	2	3	4	**	2	3	3	4	3	**
	2%	*1%*	**	*2%*	*2%*	*2%*	**	*2%*	*2%*	*3%*	*2%*	*6%*	**
TNT Express	**6**	4	**	5	*	4	**	1	4	1	4	*	**
	2%	*1%*	**	*6%* b	*%*	*2%*	**	*2%*	*2%*	*1%*	*2%*	*%*	**
DX	**4**	1	**	*	3	1	**	*	3	*	1	*	**
	1%	*%*	**	*1%*	*2%*	*%*	**	*1%*	*2%*	*1%*	*%*	*1%*	**
Interlink / Interlink Express / Direct	**3**	3	**	1	2	3	**	1	2	1	2	1	**
	1%	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Priority Express	**2**	1	**	-	1	1	**	-	1	*	1	-	**
	1%	*%*	**	*-%*	*%*	*%*	**	*-%*	*%*	*%*	*%*	*-%*	**
Whistl (Previously known as TNT Post)	**2**	2	**	2	*	2	**	-	2	2	*	*	**
	1%	*1%*	**	*2%* b	*%*	*1%*	**	*-%*	*1%*	*3%* b	*%*	*%*	**
Pallet Lines	**2**	2	**	-	2	2	**	-	2	-	2	-	**
	1%	*1%*	**	*-%*	*1%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	348	273	11	91	192	254	30	82	201	94	223	68	1
Weighted total	340	259	9	91	196	240	27	85	202	76	191	50	*
Amazon	2	2	**	2	-	2	**	2	-	-	-	-	**
	1%	1%	**	2%	-%	1%	**	2% b	-%	-%	-%	-%	**
Collect Plus	1	1	**	-	1	1	**	-	1	1	1	-	**
	*%	*%	**	-%	*%	*%	**	-%	*%	1%	1%	-%	**
Eagle Couriers	1	1	**	*	-	1	**	*	-	-	1	*	**
	*%	*%	**	1%	-%	*%	**	1%	-%	-%	1%	1%	**
Neo Post	1	1	**	1	-	1	**	1	-	-	1	-	**
	*%	*%	**	1%	-%	*%	**	1%	-%	-%	*%	-%	**
Legal Post	*	*	**	*	-	*	**	*	-	-	*	-	**
	*%	*%	**	1%	-%	*%	**	1%	-%	-%	*%	-%	**
Tuffnels	*	*	**	-	*	*	**	-	*	-	*	-	**
	*%	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%	**
Pitney Bowes	*	*	**	-	-	*	**	-	-	-	*	*	**
	*%	*%	**	-%	-%	*%	**	-%	-%	-%	*%	*%	**
One Post	*	*	**	-	-	*	**	-	-	*	-	-	**
	*%	*%	**	-%	-%	*%	**	-%	-%	*%	-%	-%	**
Fastway Couriers	*	*	**	-	*	*	**	-	*	-	*	*	**
	*%	*%	**	-%	*%	*%	**	-%	*%	-%	*%	*%	**
Yodel	*	*	**	-	*	*	**	-	*	*	*	*	**
	*%	*%	**	-%	*%	*%	**	-%	*%	*%	*%	*%	**
Global Mailing	*	*	**	*	-	*	**	*	-	-	*	*	**
	*%	*%	**	*%	-%	*%	**	*%	-%	-%	*%	*%	**
Secured Mail	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Local Courier	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**348**	273	11	91	192	254	30	82	201	94	223	68	1
Weighted total	**340**	259	9	91	196	240	27	85	202	76	191	50	*
Fast Track	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcels to go	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Interparcel	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**18**	15	**	9	5	15	**	9	6	5	17	2	**
	5%	*6%*	**	*10%*	*3%*	*6%*	**	*10%*	*3%*	*7%*	*9%*	*3%*	**
				b				b					
NET: RM Only	**119**	87	**	4	103	79	**	4	103	20	61	17	**
	35%	*34%*	**	*5%*	*53%*	*33%*	**	*5%*	*51%*	*27%*	*32%*	*33%*	**
					a		a		a				

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**348**	273	11	91	192	254	30	82	201	94	223	68	1
Weighted total	**340**	259	9	91	196	240	27	85	202	76	191	50	*
NET: Provider other than RM only	**221**	171	**	86	93	162	**	80	99	56	130	33	**
	65%	*66%*	**	*95%* b	*47%*	*67%* b	**	*95%* b	*49%*	*73%*	*68%*	*67%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**348**	89	195	51	-	209	172	90	3	251	230	195	232	192	13
Weighted total	**340**	82	171	36	-	217	162	93	*	219	211	196	206	171	4
Royal Mail	**119**	29	53	13	**	85	52	41	**	72	73	58	70	54	**
	35%	*36%*	*31%*	*36%*	**	*39%*	*32%*	*44%*	**	*33%*	*35%*	*30%*	*34%*	*31%*	**
DHL	**38**	11	17	7	**	20	15	13	**	27	24	19	26	19	**
	11%	*14%*	*10%*	*20%*	**	*9%*	*9%*	*14%*	**	*12%*	*11%*	*10%*	*13%*	*11%*	**
Parcelforce	**38**	9	20	2	**	27	20	5	**	27	24	30	29	20	**
	11%	*11%*	*12%*	*7%*	**	*12%*	*12%*	*5%*	**	*12%*	*11%*	*15%*	*14%*	*12%*	**
Hermes	**30**	5	17	3	**	14	19	9	**	18	17	19	15	22	**
	9%	*7%*	*10%*	*7%*	**	*6%*	*12%*	*10%*	**	*8%*	*8%*	*10%*	*7%*	*13%*	**
UPS	**25**	6	9	*	**	15	12	8	**	14	14	15	14	10	**
	7%	*7%*	*5%*	*1%*	**	*7%*	*7%*	*8%*	**	*6%*	*7%*	*8%*	*7%*	*6%*	**
DPD	**16**	4	10	*	**	10	5	*	**	8	12	7	9	6	**
	5%	*4%*	*6%*	*1%*	**	*5%*	*3%*	*%*	**	*4%*	*6%*	*3%*	*4%*	*4%*	**
APC	**13**	3	9	2	**	9	6	2	**	9	9	11	7	7	**
	4%	*3%*	*5%*	*6%*	**	*4%*	*4%*	*2%*	**	*4%*	*4%*	*6%*	*4%*	*4%*	**
UK Mail	**10**	2	4	-	**	6	8	4	**	6	4	8	4	4	**
	3%	*2%*	*2%*	*-%*	**	*3%*	*5%*	*4%*	**	*3%*	*2%*	*4%*	*2%*	*2%*	**
FedEx	**8**	3	3	3	**	3	3	1	**	4	3	2	4	4	**
	2%	*3%*	*2%*	*7%*	**	*1%*	*2%*	*1%*	**	*2%*	*1%*	*1%*	*2%*	*2%*	**
				b											
TNT Express	**6**	-	3	-	**	5	5	4	**	4	3	5	4	3	**
	2%	*-%*	*2%*	*-%*	**	*2%*	*3%*	*4%*	**	*2%*	*2%*	*3%*	*2%*	*2%*	**
DX	**4**	*	1	1	**	3	1	*	**	1	1	1	1	1	**
	1%	*%*	*%*	*2%*	**	*2%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**
Interlink / Interlink Express / Direct	**3**	1	2	-	**	2	-	-	**	3	3	1	1	2	**
	1%	*1%*	*1%*	*-%*	**	*1%*	*-%*	*-%*	**	*1%*	*1%*	*%*	*%*	*1%*	**
Priority Express	**2**	1	1	-	**	*	1	-	**	1	1	1	1	*	**
	1%	*1%*	*%*	*-%*	**	*%*	*%*	*-%*	**	*%*	*%*	*%*	*%*	*%*	**
Whistl (Previously known as TNT Post)	**2**	2	*	*	**	2	*	*	**	2	2	2	2	2	**
	1%	*3%*	*%*	*%*	**	*1%*	*%*	*%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
		b													
Pallet Lines	**2**	-	2	-	**	2	2	-	**	2	2	2	2	-	**
	1%	*-%*	*1%*	*-%*	**	*1%*	*1%*	*-%*	**	*1%*	*1%*	*1%*	*1%*	*-%*	**
Amazon	**2**	2	2	2	**	2	2	2	**	-	2	2	2	2	**
	1%	*2%*	*1%*	*5%*	**	*1%*	*1%*	*2%*	**	*-%*	*1%*	*1%*	*1%*	*1%*	**
Collect Plus	**1**	1	1	-	**	-	1	-	**	1	1	-	1	1	**
	%	*1%*	*1%*	*-%*	**	*-%*	*%*	*-%*	**	*1%*	*1%*	*-%*	*1%*	*1%*	**
Eagle Couriers	**1**	-	*	*	**	-	*	*	**	1	*	*	-	1	**
	%	*-%*	*%*	*1%*	**	*-%*	*%*	*1%*	**	*%*	*%*	*%*	*-%*	*1%*	**
Neo Post	**1**	-	1	-	**	-	1	-	**	1	1	1	1	-	**
	%	*-%*	*%*	*-%*	**	*-%*	*%*	*-%*	**	*%*	*%*	*%*	*%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	348	89	195	51	-	209	172	90	3	251	230	195	232	192	13
Weighted total	340	82	171	36	-	217	162	93	*	219	211	196	206	171	4
Legal Post	*	-	*	-	**	*	*	-	**	*	*	*	*	*	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Tuffnels	*	-	*	-	**	*	-	-	**	*	*	*	*	*	**
	*%	-%	*%	-%	**	*%	-%	-%	**	*%	*%	*%	*%	*%	**
Pitney Bowes	*	-	*	-	**	-	-	-	**	*	*	-	*	*	**
	*%	-%	*%	-%	**	-%	-%	-%	**	*%	*%	-%	*%	*%	**
One Post	*	-	-	-	**	-	-	-	**	*	-	-	*	-	**
	*%	-%	-%	-%	**	-%	-%	-%	**	*%	-%	-%	*%	-%	**
Fastway Couriers	*	*	*	*	**	*	-	-	**	*	*	-	*	*	**
	*%	*%	*%	*%	**	*%	-%	-%	**	*%	*%	-%	*%	*%	**
Yodel	*	*	-	*	**	*	-	-	**	*	*	-	*	-	**
	*%	*%	-%	*%	**	*%	-%	-%	**	*%	*%	-%	*%	-%	**
Global Mailing	*	*	*	*	**	*	*	*	**	*	*	*	*	*	**
	*%	*%	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Secured Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Local Courier	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcels to go	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**348**	89	195	51	-	209	172	90	3	251	230	195	232	192	13
Weighted total	**340**	82	171	36	-	217	162	93	*	219	211	196	206	171	4
Business Post	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Interparcel	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**18**	5	15	3	**	12	10	3	**	15	13	13	13	11	**
	5%	*6%*	*9%*	*7%*	**	*6%*	*6%*	*3%*	**	*7%*	*6%*	*6%*	*6%*	*7%*	**
NET: RM Only	**119**	29	53	13	**	85	52	41	**	72	73	58	70	54	**
	35%	*36%*	*31%*	*36%*	**	*39%*	*32%*	*44%*	**	*33%*	*35%*	*30%*	*34%*	*31%*	**
NET: Provider other than RM only	**221**	53	118	23	**	132	110	52	**	146	138	138	135	117	**
	65%	*64%*	*69%*	*64%*	**	*61%*	*68%*	*56%*	**	*67%*	*65%*	*70%*	*66%*	*69%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**348**	142	103	117	35	34	225	204	21	4	19	3	319	295	322	318	342
Weighted total	**340**	144	104	110	41	37	209	185	15	3	21	2	317	277	319	311	334
Royal Mail	**119**	45	26	30	**	**	81	57	**	**	**	**	110	101	110	108	117
	35%	*31%*	*25%*	*27%*	**	**	*39%*	*31%*	**	**	**	**	*35%*	*36%*	*35%*	*35%*	*35%*
DHL	**38**	11	5	15	**	**	14	20	**	**	**	**	35	35	35	36	36
	11%	*7%*	*5%*	*13%*	**	**	*7%*	*11%*	**	**	**	**	*11%*	*13%*	*11%*	*12%*	*11%*
				b													
Parcelforce	**38**	17	14	18	**	**	24	21	**	**	**	**	36	30	36	36	38
	11%	*12%*	*13%*	*17%*	**	**	*12%*	*11%*	**	**	**	**	*11%*	*11%*	*11%*	*11%*	*11%*
Hermes	**30**	11	18	6	**	**	19	23	**	**	**	**	29	20	29	25	30
	9%	*7%*	*17%*	*5%*	**	**	*9%*	*12%*	**	**	**	**	*9%*	*7%*	*9%*	*8%*	*9%*
			ac			c											
UPS	**25**	15	9	13	**	**	19	15	**	**	**	**	24	20	24	20	25
	7%	*10%*	*9%*	*11%*	**	**	*9%*	*8%*	**	**	**	**	*8%*	*7%*	*8%*	*6%*	*8%*
DPD	**16**	7	6	2	**	**	9	5	**	**	**	**	14	12	16	14	14
	5%	*5%*	*5%*	*2%*	**	**	*4%*	*3%*	**	**	**	**	*5%*	*4%*	*5%*	*5%*	*4%*
APC	**13**	9	9	2	**	**	7	9	**	**	**	**	11	11	11	13	13
	4%	*6%*	*8%*	*2%*	**	**	*3%*	*5%*	**	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
			c														
UK Mail	**10**	6	6	2	**	**	8	8	**	**	**	**	10	8	10	10	10
	3%	*4%*	*6%*	*2%*	**	**	*4%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
FedEx	**8**	1	1	2	**	**	4	6	**	**	**	**	7	7	7	7	8
	2%	*1%*	*1%*	*2%*	**	**	*2%*	*3%*	**	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*
TNT Express	**6**	4	3	5	**	**	4	5	**	**	**	**	6	6	6	6	6
	2%	*2%*	*3%*	*4%*	**	**	*2%*	*3%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
						a											
DX	**4**	1	*	3	**	**	1	*	**	**	**	**	4	1	4	4	4
	1%	*1%*	*%*	*3%*	**	**	*%*	*%*	**	**	**	**	*1%*	*%*	*1%*	*1%*	*1%*
Interlink / Interlink Express / Direct	**3**	-	2	1	**	**	-	2	**	**	**	**	2	2	2	3	3
	1%	*-%*	*2%*	*%*	**	**	*-%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Priority Express	**2**	-	-	-	**	**	1	*	**	**	**	**	1	1	1	2	2
	1%	*-%*	*-%*	*-%*	**	**	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*1%*	*1%*
Whistl (Previously known as TNT Post)	**2**	*	*	2	**	**	*	*	**	**	**	**	2	2	2	2	2
	1%	*%*	*%*	*2%*	**	**	*%*	*%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Pallet Lines	**2**	2	-	-	**	**	2	-	**	**	**	**	2	2	2	2	2
	1%	*1%*	*-%*	*-%*	**	**	*1%*	*-%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Amazon	**2**	2	2	2	**	**	2	2	**	**	**	**	2	2	2	2	2
	1%	*1%*	*2%*	*2%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Collect Plus	**1**	-	1	-	**	**	1	1	**	**	**	**	1	1	1	1	1
	%	*-%*	*1%*	*-%*	**	**	*1%*	*1%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Eagle Couriers	**1**	-	*	-	**	**	-	1	**	**	**	**	1	1	1	1	1
	%	*-%*	*%*	*-%*	**	**	*-%*	*1%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**348**	142	103	117	35	34	225	204	21	4	19	3	319	295	322	318	342
Weighted total	**340**	144	104	110	41	37	209	185	15	3	21	2	317	277	319	311	334
Neo Post	**1**	1	-	-	**	**	1	-	**	**	**	**	1	1	1	1	1
	***%**	*%	-%	-%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%
Legal Post	*	*	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
	***%**	*%	-%	-%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%
Tuffnels	*	*	-	*	**	**	*	*	**	**	**	**	*	*	*	*	*
	***%**	*%	-%	*%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Pitney Bowes	*	-	-	-	**	**	*	*	**	**	**	**	*	*	*	*	*
	***%**	-%	-%	-%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
One Post	*	-	-	-	**	**	-	-	**	**	**	**	*	*	*	*	*
	***%**	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	*%	*%	*%	*%
Fastway Couriers	*	-	-	-	**	**	*	*	**	**	**	**	*	*	*	*	*
	***%**	-%	-%	-%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Yodel	*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
	***%**	-%	-%	-%	**	**	*%	-%	**	**	**	**	*%	*%	*%	*%	*%
Global Mailing	*	*	*	*	**	**	*	*	**	**	**	**	*	*	*	*	*
	***%**	*%	*%	*%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Secured Mail	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
First Post	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
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Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**348**	142	103	117	35	34	225	204	21	4	19	3	319	295	322	318	342
Weighted total	**340**	144	104	110	41	37	209	185	15	3	21	2	317	277	319	311	334
Parcels to go	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other answers	**18**	14	4	8	**	**	14	9	**	**	**	**	17	13	17	17	17
	5%	*10%*	*3%*	*7%*	**	**	*7%*	*5%*	**	**	**	**	*6%*	*5%*	*5%*	*6%*	*5%*
NET: RM Only	**119**	45	26	30	**	**	81	57	**	**	**	**	110	101	110	108	117
	35%	*31%*	*25%*	*27%*	**	**	*39%*	*31%*	**	**	**	**	*35%*	*36%*	*35%*	*35%*	*35%*
NET: Provider other than RM only	**221**	99	79	80	**	**	128	128	**	**	**	**	207	176	209	203	217
	65%	*69%*	*75%*	*73%*	**	**	*61%*	*69%*	**	**	**	**	*65%*	*64%*	*65%*	*65%*	*65%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**348**	242	328	141	8	272	18	87	253	290	15	78	270	83	206	59
Weighted total	**340**	240	324	122	4	259	23	91	239	292	19	79	261	88	204	48
Royal Mail	**119**	82	113	38	**	93	**	26	92	102	**	43	76	21	78	19
	35%	*34%*	*35%*	*32%*	**	*36%*	**	*29%*	*39%*	*35%*	**	*55%* b	*29%*	*24%*	*39%* a	*41%* a
DHL	**38**	28	34	22	**	26	**	7	28	35	**	1	37	11	22	5
	11%	*12%*	*11%*	*18%* b	**	*10%*	**	*8%*	*12%*	*12%*	**	*1%*	*14%* a	*13%*	*11%*	*9%*
Parcelforce	**38**	31	36	8	**	33	**	8	29	29	**	10	28	7	30	1
	11%	*13%* c	*11%*	*6%*	**	*13%*	**	*9%*	*12%*	*10%*	**	*12%*	*11%*	*8%*	*15%* c	*2%*
Hermes	**30**	18	30	16	**	21	**	17	14	23	**	9	22	14	10	7
	9%	*8%*	*9%*	*13%*	**	*8%*	**	*18%* b	*6%*	*8%*	**	*11%*	*8%*	*15%* b	*5%*	*15%* b
UPS	**25**	19	25	15	**	15	**	11	14	25	**	3	22	7	18	*
	7%	*8%*	*8%*	*12%*	**	*6%*	**	*13%* b	*6%*	*8%*	**	*4%*	*8%*	*8%*	*9%* c	*1%*
DPD	**16**	8	16	1	**	15	**	6	11	13	**	4	12	10	5	2
	5%	*3%*	*5%* c	*1%*	**	*6%*	**	*6%*	*4%*	*4%*	**	*5%*	*5%*	*11%* b	*2%*	*4%*
APC	**13**	11	11	*	**	7	**	3	10	13	**	2	11	5	4	4
	4%	*5%* c	*3%* c	*%*	**	*3%*	**	*3%*	*4%*	*4%*	**	*3%*	*4%*	*6%*	*2%*	*9%* b
UK Mail	**10**	8	10	6	**	6	**	2	6	8	**	2	7	2	4	4
	3%	*3%*	*3%*	*5%*	**	*2%*	**	*2%*	*2%*	*3%*	**	*3%*	*3%*	*2%*	*2%*	*8%* b
FedEx	**8**	3	7	3	**	7	**	1	6	7	**	1	7	1	6	1
	2%	*1%*	*2%*	*3%*	**	*3%*	**	*1%*	*3%*	*2%*	**	*1%*	*3%*	*1%*	*3%*	*2%*
TNT Express	**6**	6	6	3	**	5	**	2	4	6	**	*	6	3	1	2
	2%	*3%*	*2%*	*2%*	**	*2%*	**	*3%*	*1%*	*2%*	**	*1%*	*2%*	*3%*	*1%*	*4%* b
DX	**4**	4	4	1	**	1	**	*	1	3	**	*	4	-	4	*
	1%	*1%*	*1%*	*%*	**	*%*	**	*%*	*%*	*1%*	**	*%*	*1%*	-%	*2%*	*%*
Interlink / Interlink Express / Direct	**3**	3	2	1	**	2	**	2	1	3	**	-	3	-	2	1
	1%	*1%*	*1%*	*%*	**	*1%*	**	*2%*	*%*	*1%*	**	-%	*1%*	-%	*1%*	*1%*
Priority Express	**2**	2	2	1	**	2	**	*	2	2	**	-	2	-	2	-
	1%	*1%*	*1%*	*%*	**	*1%*	**	*%*	*1%*	*1%*	**	-%	*1%*	-%	*1%*	-%
Whistl (Previously known as TNT Post)	**2**	2	2	2	**	2	**	-	2	2	**	2	*	-	2	-
	1%	*1%*	*1%*	*2%*	**	*1%*	**	-%	*1%*	*1%*	**	*3%* b	*%*	-%	*1%*	-%
Pallet Lines	**2**	2	2	-	**	2	**	-	2	2	**	-	2	2	-	-
	1%	*1%*	*1%*	-%	**	*1%*	**	-%	*1%*	*1%*	**	-%	*1%*	*2%* b	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	348	242	328	141	8	272	18	87	253	290	15	78	270	83	206	59
Weighted total	340	240	324	122	4	259	23	91	239	292	19	79	261	88	204	48
Amazon	2	-	2	-	**	2	**	2	-	2	**	-	2	2	-	-
	1%	-%	1%	-%	**	1%	**	2% b	-%	1%	**	-%	1%	2% b	-%	-%
Collect Plus	1	1	1	1	**	1	**	-	1	1	**	-	1	-	1	-
	*%	*%	*%	*%	**	*%	**	-%	*%	*%	**	-%	*%	-%	1%	-%
Eagle Couriers	1	-	1	*	**	1	**	*	1	1	**	-	1	-	1	-
	*%	-%	*%	*%	**	*%	**	1%	*%	*%	**	-%	*%	-%	1%	-%
Neo Post	1	-	1	-	**	1	**	-	1	1	**	-	1	-	-	1
	*%	-%	*%	-%	**	*%	**	-%	*%	*%	**	-%	*%	-%	-%	1%
Legal Post	*	*	*	-	**	*	**	-	*	*	**	-	*	-	-	*
	*%	*%	*%	-%	**	*%	**	-%	*%	*%	**	-%	*%	-%	-%	1%
Tuffnels	*	-	*	-	**	*	**	-	*	*	**	*	*	*	*	-
	*%	-%	*%	-%	**	*%	**	-%	*%	*%	**	*%	*%	*%	*%	-%
Pitney Bowes	*	*	*	-	**	*	**	-	*	*	**	-	*	-	*	-
	*%	*%	*%	-%	**	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%
One Post	*	-	*	-	**	*	**	-	*	*	**	-	*	-	*	-
	*%	-%	*%	-%	**	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%
Fastway Couriers	*	*	*	*	**	*	**	*	-	*	**	-	*	-	-	*
	*%	*%	*%	*%	**	*%	**	*%	-%	*%	**	-%	*%	-%	-%	*%
Yodel	*	*	*	*	**	-	**	*	-	*	**	*	-	*	-	-
	*%	*%	*%	*%	**	-%	**	*%	-%	*%	**	*%	-%	*%	-%	-%
Global Mailing	*	*	*	*	**	*	**	-	*	*	**	-	*	*	-	-
	*%	*%	*%	*%	**	*%	**	-%	*%	*%	**	-%	*%	*%	-%	-%
Secured Mail	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
First Post	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 26 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**348**	242	328	141	8	272	18	87	253	290	15	78	270	83	206	59
Weighted total	**340**	240	324	122	4	259	23	91	239	292	19	79	261	88	204	48
Euro	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Other answers	**18**	12	17	6	**	15	**	3	13	15	**	1	16	4	13	1
	5%	*5%*	*5%*	*5%*	**	*6%*	**	*3%*	*5%*	*5%*	**	*1%*	*6%*	*5%*	*6%*	*1%*
NET: RM Only	**119**	82	113	38	**	93	**	26	92	102	**	43	76	21	78	19
	35%	*34%*	*35%*	*32%*	**	*36%*	**	*29%*	*39%*	*35%*	**	*55%*	*29%*	*24%*	*39%*	*41%*
												b			a	a
NET: Provider other than RM only	**221**	158	211	84	**	165	**	65	146	191	**	36	185	67	125	28
	65%	*66%*	*65%*	*68%*	**	*64%*	**	*71%*	*61%*	*65%*	**	*45%*	*71%*	*76%*	*61%*	*59%*
													a	bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**348**	128	35	182	194	154
Weighted total	**340**	138	32	165	174	166
Royal Mail	**119**	54	**	43	60	59
	35%	*39%*	**	*26%*	*35%*	*35%*
		c	c			
DHL	**38**	16	**	22	15	23
	11%	*12%*	**	*13%*	*9%*	*14%*
		b		b		
Parcelforce	**38**	15	**	20	27	11
	11%	*11%*	**	*12%*	*15%*	*6%*
					b	
Hermes	**30**	10	**	16	15	15
	9%	*7%*	**	*9%*	*9%*	*9%*
UPS	**25**	9	**	12	14	11
	7%	*7%*	**	*7%*	*8%*	*7%*
DPD	**16**	4	**	13	10	6
	5%	*3%*	**	*8%*	*6%*	*4%*
APC	**13**	8	**	5	3	11
	4%	*6%*	**	*3%*	*2%*	*6%*
						a
UK Mail	**10**	4	**	6	6	4
	3%	*3%*	**	*4%*	*3%*	*2%*
FedEx	**8**	4	**	3	5	3
	2%	*3%*	**	*2%*	*3%*	*2%*
TNT Express	**6**	1	**	5	2	4
	2%	*1%*	**	*3%*	*1%*	*3%*
DX	**4**	3	**	*	*	3
	1%	*2%*	**	*%*	*%*	*2%*
Interlink / Interlink Express / Direct	**3**	2	**	1	2	1
	1%	*1%*	**	*1%*	*1%*	*%*
Priority Express	**2**	2	**	1	2	1
	1%	*1%*	**	*%*	*1%*	*%*
Whistl (Previously known as TNT Post)	**2**	*	**	2	-	2
	1%	*%*	**	*1%*	-%	*1%*
Pallet Lines	**2**	2	**	-	-	2
	1%	*1%*	**	-%	-%	*1%*
Amazon	**2**	-	**	-	2	-
	1%	-%	**	-%	*1%*	-%
			ac			
Collect Plus	**1**	1	**	-	1	1
	%	*1%*	**	-%	*%*	*%*
Eagle Couriers	**1**	-	**	1	*	1
	%	-%	**	*1%*	*%*	*%*

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**348**	128	35	182	194	154
Weighted total	**340**	138	32	165	174	166
Neo Post	**1**	-	**	-	1	-
	***%**	-%	**	-%	*%	-%
Legal Post	*	-	**	*	*	-
	***%**	-%	**	*%	*%	-%
Tuffnels	*	*	**	*	*	-
	***%**	*%	**	*%	*%	-%
Pitney Bowes	*	-	**	*	-	*
	***%**	-%	**	*%	-%	*%
One Post	*	-	**	*	-	*
	***%**	-%	**	*%	-%	*%
Fastway Couriers	*	-	**	*	*	-
	***%**	-%	**	*%	*%	-%
Yodel	*	*	**	-	*	-
	***%**	*%	**	-%	*%	-%
Global Mailing	*	*	**	-	*	-
	***%**	*%	**	-%	*%	-%
Secured Mail	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
MHI (Mail Handling International)	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Local Courier	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Lynx	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
First Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Wey Group International	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
ENC	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Fast Track	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Euro	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
UK / British Mail	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Freight - Better / Night	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Parcels to go	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**348**	128	35	182	194	154
Weighted total	**340**	138	32	165	174	166
Haynes	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Business Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
AJG Parcels	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Parcel Line	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Coopers Carriers	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
DHS	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Interparcel	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Securicor	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Citipost	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Postal Sort	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
None	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Don't know	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Other answers	**18**	3	**	15	8	10
	5%	*2%*	**	*9%*	*4%*	*6%*
				a		
NET: RM Only	**119**	54	**	43	60	59
	35%	*39%*	**	*26%*	*35%*	*35%*
		c	c			
NET: Provider other than RM only	**221**	84	**	122	114	107
	65%	*61%*	**	*74%*	*65%*	*65%*
				ab		

Columns Tested: a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 26 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	348	36	24	31	48	45	18	18	29	29	28	27	15
Weighted total	340	31	29	30	48	49	16	17	24	29	27	26	13
Royal Mail	119	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	38	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	38	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
					ace								
Hermes	30	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	25	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
		d				d							
DPD	16	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
APC	13	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	10	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	8	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
DX	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	3	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Priority Express	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Amazon	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	1	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Eagle Couriers	1	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Neo Post	1	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**
Legal Post	*	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	348	36	24	31	48	45	18	18	29	29	28	27	15
Weighted total	340	31	29	30	48	49	16	17	24	29	27	26	13
Tuffnels	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
One Post	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Fastway Couriers	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Yodel	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Local Courier	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	348	36	24	31	48	45	18	18	29	29	28	27	15
Weighted total	340	31	29	30	48	49	16	17	24	29	27	26	13
Parcel Line	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
None	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	18	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	119	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	221	**	**	**	**	**	**	**	**	**	**	**	**
	65%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	91	111	76	70
Weighted total	**340**	90	113	71	66
Royal Mail	**119**	35	39	22	23
	35%	*38%*	*34%*	*32%*	*35%*
DHL	**38**	8	14	9	7
	11%	*9%*	*12%*	*13%*	*11%*
Parcelforce	**38**	9	15	9	5
	11%	*9%*	*13%*	*13%*	*7%*
Hermes	**30**	8	8	8	7
	9%	*8%*	*7%*	*12%*	*11%*
UPS	**25**	11	6	1	7
	7%	*12%*	*6%*	*1%*	*11%*
		c			c
DPD	**16**	*	9	5	2
	5%	**%*	*8%*	*7%*	*3%*
			a	a	
APC	**13**	4	2	4	3
	4%	*5%*	*2%*	*5%*	*4%*
UK Mail	**10**	4	2	2	2
	3%	*4%*	*2%*	*3%*	*3%*
FedEx	**8**	1	4	2	1
	2%	*1%*	*3%*	*3%*	*2%*
TNT Express	**6**	*	2	3	1
	2%	**%*	*2%*	*4%*	*1%*
DX	**4**	-	*	*	3
	1%	*-%*	**%*	**%*	*5%*
					a
Interlink / Interlink Express / Direct	**3**	2	-	1	-
	1%	*2%*	*-%*	*2%*	*-%*
Priority Express	**2**	-	2	-	*
	1%	*-%*	*2%*	*-%*	*1%*
Whistl (Previously known as TNT Post)	**2**	-	2	-	*
	1%	*-%*	*2%*	*-%*	**%*
Pallet Lines	**2**	2	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*
Amazon	**2**	-	2	-	-
	1%	*-%*	*2%*	*-%*	*-%*
Collect Plus	**1**	-	1	1	-
	****%***	*-%*	*1%*	*1%*	*-%*
Eagle Couriers	**1**	-	-	1	*
	****%***	*-%*	*-%*	*1%*	*1%*
Neo Post	**1**	1	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
Legal Post	*	-	-	-	*
	****%***	*-%*	*-%*	*-%*	*1%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	91	111	76	70
Weighted total	**340**	90	113	71	66
Tuffnels	*	-	-	*	*
	*%	-%	-%	*%	*%
Pitney Bowes	*	*	-	-	-
	*%	*%	-%	-%	-%
One Post	*	-	*	-	-
	*%	-%	*%	-%	-%
Fastway Couriers	*	-	*	-	*
	*%	-%	*%	-%	*%
Yodel	*	-	*	-	-
	*%	-%	*%	-%	-%
Global Mailing	*	-	-	-	*
	*%	-%	-%	-%	*%
Secured Mail	-	-	-	-	-
	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-
	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	-
	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-
	-%	-%	-%	-%	-%
First Post	-	-	-	-	-
	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-
	-%	-%	-%	-%	-%
ENC	-	-	-	-	-
	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-
	-%	-%	-%	-%	-%
Euro	-	-	-	-	-
	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-
	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-
	-%	-%	-%	-%	-%
Parcels to go	-	-	-	-	-
	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-
	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-
	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**348**	91	111	76	70
Weighted total	**340**	90	113	71	66
Parcel Line	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other answers	**18**	6	5	3	3
	5%	*7%*	*5%*	*4%*	*5%*
NET: RM Only	**119**	35	39	22	23
	35%	*38%*	*34%*	*32%*	*35%*
NET: Provider other than RM only	**221**	56	74	48	43
	65%	*62%*	*66%*	*68%*	*65%*

Columns Tested: a,b,c,d

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	f	*a	*b	*c	*d	*e
Unweighted total	86	47	21	12	6	-	39	7	18	7	1	19
Weighted total	75	71	2	1	1	-	5	12	24	10	1	4
UPS	21	**	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**
Royal Mail	14	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**
DPD	13	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**
DHL	12	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**
FedEx	9	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**
Hermes	8	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**
UK Mail	6	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**
Yodel	4	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	3	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	2	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**
One Post	2	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**
DX	1	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	*	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Local Courier	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	f	*a	*b	*c	*d	*e
Unweighted total	86	47	21	12	6	-	39	7	18	7	1	19
Weighted total	75	71	2	1	1	-	5	12	24	10	1	4
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Neo Post	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Fastway Couriers	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	f	*a	*b	*c	*d	*e
Unweighted total	**86**	47	21	12	6	-	39	7	18	7	1	19
Weighted total	**75**	71	2	1	1	-	5	12	24	10	1	4
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Interparcel	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Amazon	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
None	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Other answers	**6**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**
							a					
NET: RM Only	**4**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**
NET: RM and other	**10**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	**61**	**	**	**	**	**	**	**	**	**	**	**
	82%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	86	10	1	9	1	6	9	8	3	10	57	13	10	6
Weighted total	75	10	2	9	2	10	12	8	2	12	66	4	2	2
UPS	21	**	**	**	**	**	**	**	**	**	18	**	**	**
	28%	**	**	**	**	**	**	**	**	**	*27%*	**	**	**
Royal Mail	14	**	**	**	**	**	**	**	**	**	12	**	**	**
	18%	**	**	**	**	**	**	**	**	**	*18%*	**	**	**
DPD	13	**	**	**	**	**	**	**	**	**	12	**	**	**
	17%	**	**	**	**	**	**	**	**	**	*18%*	**	**	**
DHL	12	**	**	**	**	**	**	**	**	**	10	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
FedEx	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
Hermes	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
UK Mail	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
Yodel	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Parcelforce	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Parcels to go	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
One Post	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
DX	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
Interlink / Interlink Express / Direct	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Local Courier	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	86	10	1	9	1	6	9	8	3	10	57	13	10	6
Weighted total	75	10	2	9	2	10	12	8	2	12	66	4	2	2
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Neo Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fastway Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	86	10	1	9	1	6	9	8	3	10	57	13	10	6
Weighted total	75	10	2	9	2	10	12	8	2	12	66	4	2	2
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interparcel	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Pallet Lines	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Amazon	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	7%	**	**	**	**	**	**	**	**	**	7%	**	**	**
NET: RM Only	4	**	**	**	**	**	**	**	**	**	2	**	**	**
	5%	**	**	**	**	**	**	**	**	**	4%	**	**	**
NET: RM and other	10	**	**	**	**	**	**	**	**	**	9	**	**	**
	13%	**	**	**	**	**	**	**	**	**	14%	**	**	**
NET: Provider other than RM only	61	**	**	**	**	**	**	**	**	**	55	**	**	**
	82%	**	**	**	**	**	**	**	**	**	82%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	86	10	1	11	3	5	7	7	2	11	57	13	10	6
Weighted total	75	10	2	13	4	8	8	7	2	12	66	4	2	2
UPS	21	**	**	**	**	**	**	**	**	**	18	**	**	**
	28%	**	**	**	**	**	**	**	**	**	*27%*	**	**	**
Royal Mail	14	**	**	**	**	**	**	**	**	**	12	**	**	**
	18%	**	**	**	**	**	**	**	**	**	*18%*	**	**	**
DPD	13	**	**	**	**	**	**	**	**	**	12	**	**	**
	17%	**	**	**	**	**	**	**	**	**	*18%*	**	**	**
DHL	12	**	**	**	**	**	**	**	**	**	10	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
FedEx	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
Hermes	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
UK Mail	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
Yodel	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Parcelforce	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Parcels to go	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
One Post	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
DX	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
Interlink / Interlink Express / Direct	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Local Courier	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	86	10	1	11	3	5	7	7	2	11	57	13	10	6
Weighted total	75	10	2	13	4	8	8	7	2	12	66	4	2	2
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Neo Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fastway Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	86	10	1	11	3	5	7	7	2	11	57	13	10	6
Weighted total	75	10	2	13	4	8	8	7	2	12	66	4	2	2
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interparcel	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Pallet Lines	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Amazon	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	6	**	**	**	**	**	**	**	**	**	5	**	**	**
	7%	**	**	**	**	**	**	**	**	**	7%	**	**	**
NET: RM Only	4	**	**	**	**	**	**	**	**	**	2	**	**	**
	5%	**	**	**	**	**	**	**	**	**	4%	**	**	**
NET: RM and other	10	**	**	**	**	**	**	**	**	**	9	**	**	**
	13%	**	**	**	**	**	**	**	**	**	14%	**	**	**
NET: Provider other than RM only	61	**	**	**	**	**	**	**	**	**	55	**	**	**
	82%	**	**	**	**	**	**	**	**	**	82%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	86	1	24	3	4	35	-	-	17	68	18	80	6	86	-
Weighted total	75	*	12	1	3	49	-	-	10	65	11	69	6	75	-
UPS	21	**	**	**	**	**	**	**	**	21	**	17	**	21	**
	28%	**	**	**	**	**	**	**	**	32%	**	25%	**	28%	**
Royal Mail	14	**	**	**	**	**	**	**	**	11	**	13	**	14	**
	18%	**	**	**	**	**	**	**	**	16%	**	19%	**	18%	**
DPD	13	**	**	**	**	**	**	**	**	10	**	13	**	13	**
	17%	**	**	**	**	**	**	**	**	16%	**	18%	**	17%	**
DHL	12	**	**	**	**	**	**	**	**	10	**	12	**	12	**
	16%	**	**	**	**	**	**	**	**	16%	**	17%	**	16%	**
FedEx	9	**	**	**	**	**	**	**	**	8	**	9	**	9	**
	12%	**	**	**	**	**	**	**	**	13%	**	13%	**	12%	**
Hermes	8	**	**	**	**	**	**	**	**	8	**	8	**	8	**
	10%	**	**	**	**	**	**	**	**	12%	**	11%	**	10%	**
TNT Express	7	**	**	**	**	**	**	**	**	5	**	7	**	7	**
	10%	**	**	**	**	**	**	**	**	8%	**	10%	**	10%	**
UK Mail	6	**	**	**	**	**	**	**	**	6	**	6	**	6	**
	8%	**	**	**	**	**	**	**	**	9%	**	9%	**	8%	**
Yodel	4	**	**	**	**	**	**	**	**	4	**	4	**	4	**
	5%	**	**	**	**	**	**	**	**	5%	**	5%	**	5%	**
Parcelforce	3	**	**	**	**	**	**	**	**	3	**	3	**	3	**
	4%	**	**	**	**	**	**	**	**	4%	**	5%	**	4%	**
Parcels to go	2	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	3%	**	3%	**	3%	**
Collect Plus	2	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	3%	**	3%	**	3%	**
APC	2	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	2%	**	**	**	**	**	**	**	**	3%	**	3%	**	2%	**
One Post	2	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	2%	**	**	**	**	**	**	**	**	3%	**	2%	**	2%	**
DX	1	**	**	**	**	**	**	**	**	*	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	1%	**	1%	**	1%	**
Interlink / Interlink Express / Direct	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Secured Mail	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Local Courier	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	86	1	24	3	4	35	-	-	17	68	18	80	6	86	-
Weighted total	75	*	12	1	3	49	-	-	10	65	11	69	6	75	-
Eagle Couriers	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Lynx	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
First Post	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Wey Group International	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
ENC	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Fast Track	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Neo Post	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Fastway Couriers	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Tuffnels	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Euro	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
UK / British Mail	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Global Mailing	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Haynes	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Priority Express	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Business Post	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Legal Post	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
AJG Parcels	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Parcel Line	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	86	1	24	3	4	35	-	-	17	68	18	80	6	86	-
Weighted total	75	*	12	1	3	49	-	-	10	65	11	69	6	75	-
DHS	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Interparcel	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Securicor	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Citipost	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Pallet Lines	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Postal Sort	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Amazon	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
None	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Don't know	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Other answers	6	**	**	**	**	**	**	**	**	3	**	3	**	6	**
	7%	**	**	**	**	**	**	**	**	5%	**	5%	**	7%	**
NET: RM Only	4	**	**	**	**	**	**	**	**	2	**	4	**	4	**
	5%	**	**	**	**	**	**	**	**	4%	**	5%	**	5%	**
NET: RM and other	10	**	**	**	**	**	**	**	**	8	**	10	**	10	**
	13%	**	**	**	**	**	**	**	**	13%	**	14%	**	13%	**
NET: Provider other than RM only	61	**	**	**	**	**	**	**	**	54	**	56	**	61	**
	82%	**	**	**	**	**	**	**	**	84%	**	81%	**	82%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**86**	33	19	33	30	33	16	6	1	-	-	-	63	23	3	27	56
Weighted total	**75**	16	17	40	30	25	16	4	*	-	-	-	55	20	2	28	45
UPS	**21**	**	**	**	**	**	**	**	**	**	**	**	15	**	**	**	13
	28%	**	**	**	**	**	**	**	**	**	**	**	*28%*	**	**	**	*29%*
Royal Mail	**14**	**	**	**	**	**	**	**	**	**	**	**	11	**	**	**	12
	18%	**	**	**	**	**	**	**	**	**	**	**	*20%*	**	**	**	*26%*
						a											
DPD	**13**	**	**	**	**	**	**	**	**	**	**	**	11	**	**	**	8
	17%	**	**	**	**	**	**	**	**	**	**	**	*19%*	**	**	**	*19%*
				a													
DHL	**12**	**	**	**	**	**	**	**	**	**	**	**	8	**	**	**	6
	16%	**	**	**	**	**	**	**	**	**	**	**	*15%*	**	**	**	*15%*
FedEx	**9**	**	**	**	**	**	**	**	**	**	**	**	9	**	**	**	7
	12%	**	**	**	**	**	**	**	**	**	**	**	*16%*	**	**	**	*15%*
Hermes	**8**	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**	5
	10%	**	**	**	**	**	**	**	**	**	**	**	*8%*	**	**	**	*12%*
TNT Express	**7**	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	7
	10%	**	**	**	**	**	**	**	**	**	**	**	*9%*	**	**	**	*15%*
				a		a											
UK Mail	**6**	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	6
	8%	**	**	**	**	**	**	**	**	**	**	**	*1%*	**	**	**	*13%*
				a													
Yodel	**4**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	2
	5%	**	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	*4%*
Parcelforce	**3**	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**	3
	4%	**	**	**	**	**	**	**	**	**	**	**	*2%*	**	**	**	*6%*
Parcels to go	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	-
	3%	**	**	**	**	**	**	**	**	**	**	**	*4%*	**	**	**	*-%*
Collect Plus	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	-
	3%	**	**	**	**	**	**	**	**	**	**	**	*4%*	**	**	**	*-%*
		c															
APC	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	2
	2%	**	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	*4%*
One Post	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	2
	2%	**	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	*4%*
DX	**1**	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	1
	1%	**	**	**	**	**	**	**	**	**	**	**	*1%*	**	**	**	*1%*
Interlink / Interlink Express / Direct	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	*
	%	**	**	**	**	**	**	**	**	**	**	**	*%*	**	**	**	*%*
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	*
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Secured Mail	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
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Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**86**	33	19	33	30	33	16	6	1	-	-	-	63	23	3	27	56
Weighted total	**75**	16	17	40	30	25	16	4	*	-	-	-	55	20	2	28	45
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Local Courier	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
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Eagle Couriers	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Lynx	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
First Post	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Wey Group International	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
ENC	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Fast Track	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Neo Post	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Fastway Couriers	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Tuffnels	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Euro	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
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UK / British Mail	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Global Mailing	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Haynes	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Priority Express	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Business Post	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Legal Post	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
AJG Parcels	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**86**	33	19	33	30	33	16	6	1	-	-	-	63	23	3	27	56
Weighted total	**75**	16	17	40	30	25	16	4	*	-	-	-	55	20	2	28	45
Parcel Line	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Coopers Carriers	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
DHS	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Whistl (Previously known as TNT Post)	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Interparcel	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Securicor	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Citipost	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Pallet Lines	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Postal Sort	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Amazon	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
None	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Don't know	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Other answers	**6**	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	1
	7%	**	**	**	**	**	**	**	**	**	**	**	*9%*	**	**	**	*3%*
NET: RM Only	**4**	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**	4
	5%	**	**	**	**	**	**	**	**	**	**	**	*6%*	**	**	**	*8%*
NET: RM and other	**10**	**	**	**	**	**	**	**	**	**	**	**	8	**	**	**	8
	13%	**	**	**	**	**	**	**	**	**	**	**	*14%*	**	**	**	*18%*
NET: Provider other than RM only	**61**	**	**	**	**	**	**	**	**	**	**	**	44	**	**	**	33
	82%	**	**	**	**	**	**	**	**	**	**	**	*80%*	**	**	**	*74%*
					b												

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**86**	58	62	73	75	35	71	59	7	1	5	-	1	-	65	3	3	3	1	-	-	1
Weighted total	**75**	42	53	64	66	22	57	58	3	*	3	-	*	-	58	4	2	2	*	-	-	*
UPS	**21**	14	11	16	18	**	21	14	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	28%	*33%*	*22%*	*25%*	*28%*	**	*37%*	*24%*	**	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
Royal Mail	**14**	7	8	10	14	**	11	8	**	**	**	**	**	**	12	**	**	**	**	**	**	**
	18%	*17%*	*14%*	*16%*	*21%*	**	*20%*	*13%*	**	**	**	**	**	**	*21%*	**	**	**	**	**	**	**
						bc																
DPD	**13**	9	10	11	10	**	11	10	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	17%	*21%*	*19%*	*17%*	*16%*	**	*19%*	*18%*	**	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
DHL	**12**	6	7	7	11	**	8	7	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	16%	*13%*	*14%*	*12%*	*17%*	**	*13%*	*12%*	**	**	**	**	**	**	*17%*	**	**	**	**	**	**	**
FedEx	**9**	5	5	5	7	**	7	5	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	12%	*13%*	*9%*	*9%*	*10%*	**	*12%*	*9%*	**	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
Hermes	**8**	4	4	6	4	**	8	6	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	10%	*10%*	*8%*	*9%*	*7%*	**	*14%*	*10%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
TNT Express	**7**	3	5	5	5	**	6	5	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	10%	*7%*	*9%*	*8%*	*8%*	**	*10%*	*8%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
UK Mail	**6**	2	6	6	6	**	2	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	8%	*5%*	*11%*	*9%*	*9%*	**	*4%*	*7%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Yodel	**4**	2	2	2	2	**	4	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	5%	*4%*	*3%*	*3%*	*3%*	**	*6%*	*3%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Parcelforce	**3**	1	3	3	3	**	3	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	4%	*3%*	*5%*	*5%*	*5%*	**	*6%*	*5%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Parcels to go	**2**	2	-	2	2	**	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	*5%*	*-%*	*3%*	*3%*	**	*-%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Collect Plus	**2**	-	2	2	2	**	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	*-%*	*4%*	*3%*	*3%*	**	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
						a																
APC	**2**	-	2	2	2	**	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	*-%*	*3%*	*3%*	*3%*	**	*-%*	*3%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
One Post	**2**	2	-	2	2	**	2	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	*4%*	*-%*	*3%*	*3%*	**	*3%*	*-%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
						b																
DX	**1**	1	1	1	1	**	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	**	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	*	*	*	*	-	**	*	*	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	**	*%*	*%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Pitney Bowes	*	*	*	*	*	**	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	**	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Secured Mail	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
MHI (Mail Handling International)	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**86**	58	62	73	75	35	71	59	7	1	5	-	1	-	65	3	3	3	1	-	-	1
Weighted total	**75**	42	53	64	66	22	57	58	3	*	3	-	*	-	58	4	2	2	*	-	-	*
Local Courier	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Eagle Couriers	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
First Post	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
ENC	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fast Track	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Neo Post	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fastway Couriers	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Tuffnels	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Euro	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
UK / British Mail	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Freight - Better / Night	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Priority Express	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Business Post	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Legal Post	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
AJG Parcels	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcel Line	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Coopers Carriers	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**86**	58	62	73	75	35	71	59	7	1	5	-	1	-	65	3	3	3	1	-	-	1
Weighted total	**75**	42	53	64	66	22	57	58	3	*	3	-	*	-	58	4	2	2	*	-	-	*
DHS	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Interparcel	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Pallet Lines	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Postal Sort	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Amazon	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	**6**	5	4	5	3	**	3	5	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	7%	*11%*	*8%*	*8%*	*5%*	**	*6%*	*8%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
NET: RM Only	**4**	1	3	4	4	**	3	3	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	5%	*2%*	*6%*	*6%*	*6%*	**	*5%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
NET: RM and other	**10**	6	5	7	10	**	8	4	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	13%	*15%*	*9%*	*10%*	*15%*	**	*15%*	*8%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
						abcdf																
NET: Provider other than RM only	**61**	35	45	54	52	**	45	50	**	**	**	**	**	**	46	**	**	**	**	**	**	**
	82%	*83%*	*86%*	*84%*	*79%*	**	*80%*	*87%*	**	**	**	**	**	**	*79%*	**	**	**	**	**	**	**
			e	e																		

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	**86**	11	11	27	24	-	15	10	23	24	3	59	2	14	42	44
Weighted total	**75**	14	6	27	17	-	20	5	17	24	*	55	*	11	45	30
UPS	**21**	**	**	**	**	**	**	**	**	**	**	15	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	*27%*	**	**	**	**
Royal Mail	**14**	**	**	**	**	**	**	**	**	**	**	13	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	*24%*	**	**	**	**
																a
DPD	**13**	**	**	**	**	**	**	**	**	**	**	10	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	*19%*	**	**	**	**
DHL	**12**	**	**	**	**	**	**	**	**	**	**	7	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	*13%*	**	**	**	**
FedEx	**9**	**	**	**	**	**	**	**	**	**	**	7	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	*12%*	**	**	**	**
Hermes	**8**	**	**	**	**	**	**	**	**	**	**	4	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	*7%*	**	**	**	**
															b	
TNT Express	**7**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	*9%*	**	**	**	**
UK Mail	**6**	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	*11%*	**	**	**	**
Yodel	**4**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	*-%*	**	**	**	**
Parcelforce	**3**	**	**	**	**	**	**	**	**	**	**	3	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	*6%*	**	**	**	**
Parcels to go	**2**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	*4%*	**	**	**	**
Collect Plus	**2**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	*4%*	**	**	**	**
APC	**2**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	**
One Post	**2**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	**
DX	**1**	**	**	**	**	**	**	**	**	**	**	1	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	*1%*	**	**	**	**
Interlink / Interlink Express / Direct	*	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	*-%*	**	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	*%*	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	**86**	11	11	27	24	-	15	10	23	24	3	59	2	14	42	44
Weighted total	**75**	14	6	27	17	-	20	5	17	24	*	55	*	11	45	30
Secured Mail	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Local Courier	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Neo Post	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Fastway Couriers	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	**86**	11	11	27	24	-	15	10	23	24	3	59	2	14	42	44
Weighted total	**75**	14	6	27	17	-	20	5	17	24	*	55	*	11	45	30
Business Post	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Legal Post	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
AJG Parcels	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Parcel Line	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Coopers Carriers	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
DHS	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Interparcel	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Securicor	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Citipost	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Pallet Lines	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Postal Sort	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Amazon	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
None	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Don't know	**-**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Other answers	**6**	**	**	**	**	**	**	**	**	**	**	3	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	*6%*	**	**	**	**
NET: RM Only	**4**	**	**	**	**	**	**	**	**	**	**	3	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	*5%*	**	**	**	**
																a
NET: RM and other	**10**	**	**	**	**	**	**	**	**	**	**	10	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	*18%*	**	**	**	**
																a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	**86**	11	11	27	24	-	15	10	23	24	3	59	2	14	42	44
Weighted total	**75**	14	6	27	17	-	20	5	17	24	*	55	*	11	45	30
NET: Provider other than RM only	**61**	**	**	**	**	**	**	**	**	**	**	42	**	**	**	**
	82%	**	**	**	**	**	**	**	**	**	**	*76%*	**	**	**	**
															b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	**86**	73	-	16	59	69	4	15	60	22	55	17	1
Weighted total	**75**	64	-	15	51	61	3	15	51	16	40	7	*
UPS	**21**	16	**	**	15	13	**	**	16	**	12	**	**
	28%	*25%*	**	**	*28%*	*22%*	**	**	*32%*	**	*31%*	**	**
Royal Mail	**14**	10	**	**	12	9	**	**	14	**	7	**	**
	18%	*16%*	**	**	*23%*	*15%*	**	**	*27%*	**	*19%*	**	**
DPD	**13**	11	**	**	8	9	**	**	8	**	8	**	**
	17%	*17%*	**	**	*16%*	*15%*	**	**	*16%*	**	*21%*	**	**
DHL	**12**	7	**	**	7	7	**	**	7	**	5	**	**
	16%	*12%*	**	**	*15%*	*12%*	**	**	*15%*	**	*14%*	**	**
FedEx	**9**	5	**	**	7	5	**	**	7	**	5	**	**
	12%	*9%*	**	**	*13%*	*9%*	**	**	*13%*	**	*14%*	**	**
Hermes	**8**	6	**	**	2	6	**	**	2	**	4	**	**
	10%	*9%*	**	**	*5%*	*10%*	**	**	*5%*	**	*11%*	**	**
TNT Express	**7**	5	**	**	5	3	**	**	5	**	3	**	**
	10%	*8%*	**	**	*11%*	*5%*	**	**	*11%*	**	*8%*	**	**
UK Mail	**6**	6	**	**	4	6	**	**	4	**	2	**	**
	8%	*9%*	**	**	*8%*	*9%*	**	**	*8%*	**	*5%*	**	**
Yodel	**4**	2	**	**	2	2	**	**	2	**	2	**	**
	5%	*3%*	**	**	*3%*	*3%*	**	**	*4%*	**	*5%*	**	**
Parcelforce	**3**	3	**	**	3	3	**	**	3	**	1	**	**
	4%	*5%*	**	**	*6%*	*5%*	**	**	*6%*	**	*2%*	**	**
Parcels to go	**2**	2	**	**	2	2	**	**	-	**	2	**	**
	3%	*3%*	**	**	*4%*	*4%*	**	**	*-%*	**	*5%*	**	**
Collect Plus	**2**	2	**	**	2	2	**	**	2	**	-	**	**
	3%	*3%*	**	**	*4%*	*3%*	**	**	*4%*	**	*-%*	**	**
APC	**2**	2	**	**	2	2	**	**	2	**	-	**	**
	2%	*3%*	**	**	*4%*	*3%*	**	**	*4%*	**	*-%*	**	**
One Post	**2**	2	**	**	2	2	**	**	2	**	2	**	**
	2%	*3%*	**	**	*3%*	*3%*	**	**	*3%*	**	*4%*	**	**
DX	**1**	1	**	**	*	1	**	**	*	**	1	**	**
	1%	*1%*	**	**	*%*	*1%*	**	**	*%*	**	*2%*	**	**
Interlink / Interlink Express / Direct	*	*	**	**	-	*	**	**	-	**	*	**	**
	%	*%*	**	**	*-%*	*%*	**	**	*-%*	**	*%*	**	**
Pitney Bowes	*	*	**	**	-	*	**	**	-	**	*	**	**
	%	*%*	**	**	*-%*	*%*	**	**	*-%*	**	*%*	**	**
Secured Mail	-	-	**	**	-	-	**	**	-	**	-	**	**
	-%	*-%*	**	**	*-%*	*-%*	**	**	*-%*	**	*-%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	**86**	73	-	16	59	69	4	15	60	22	55	17	1
Weighted total	**75**	64	-	15	51	61	3	15	51	16	40	7	*
MHI (Mail Handling International)	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Local Courier	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Eagle Couriers	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Lynx	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
First Post	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Wey Group International	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
ENC	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Fast Track	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Neo Post	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Fastway Couriers	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Tuffnels	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Euro	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
UK / British Mail	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Freight - Better / Night	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Global Mailing	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Haynes	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Priority Express	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Business Post	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Legal Post	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	**86**	73	-	16	59	69	4	15	60	22	55	17	1
Weighted total	**75**	64	-	15	51	61	3	15	51	16	40	7	*
AJG Parcels	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Parcel Line	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Coopers Carriers	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
DHS	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Whistl (Previously known as TNT Post)	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Interparcel	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Securicor	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Citipost	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Pallet Lines	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Postal Sort	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Amazon	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
None	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Don't know	**-**	-	**	**	-	-	**	**	-	**	-	**	**
	-%	-%	**	**	-%	-%	**	**	-%	**	-%	**	**
Other answers	**6**	5	**	**	3	5	**	**	3	**	5	**	**
	7%	*8%*	**	**	*6%*	*8%*	**	**	*6%*	**	*12%*	**	**
NET: RM Only	**4**	4	**	**	4	4	**	**	4	**	1	**	**
	5%	*6%*	**	**	*7%*	*6%*	**	**	*7%*	**	*3%*	**	**
NET: RM and other	**10**	7	**	**	8	6	**	**	10	**	6	**	**
	13%	*10%*	**	**	*16%*	*10%*	**	**	*20%*	**	*16%*	**	**
NET: Provider other than RM only	**61**	54	**	**	39	52	**	**	37	**	32	**	**
	82%	*84%*	**	**	*77%*	*85%*	**	**	*73%*	**	*81%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	86	18	55	17	-	60	49	31	1	58	62	51	63	52	7
Weighted total	75	14	45	11	-	54	44	29	*	42	53	48	48	45	3
UPS	21	**	9	**	**	16	**	**	**	14	11	14	14	13	**
	28%	**	21%	**	**	29%	**	**	**	33%	22%	28%	28%	30%	**
Royal Mail	14	**	7	**	**	13	**	**	**	7	8	9	9	5	**
	18%	**	16%	**	**	24%	**	**	**	17%	14%	19%	19%	12%	**
DPD	13	**	10	**	**	8	**	**	**	9	10	8	11	6	**
	17%	**	23%	**	**	15%	**	**	**	21%	19%	16%	22%	14%	**
DHL	12	**	5	**	**	11	**	**	**	6	7	10	7	7	**
	16%	**	12%	**	**	21%	**	**	**	13%	14%	21%	14%	16%	**
FedEx	9	**	5	**	**	7	**	**	**	5	5	6	5	3	**
	12%	**	11%	**	**	12%	**	**	**	13%	9%	12%	11%	6%	**
Hermes	8	**	4	**	**	4	**	**	**	4	4	2	4	4	**
	10%	**	8%	**	**	8%	**	**	**	10%	8%	5%	9%	10%	**
TNT Express	7	**	4	**	**	5	**	**	**	3	5	5	5	5	**
	10%	**	9%	**	**	9%	**	**	**	7%	9%	10%	10%	11%	**
UK Mail	6	**	6	**	**	2	**	**	**	2	6	4	4	4	**
	8%	**	13%	**	**	4%	**	**	**	5%	11%	9%	8%	9%	**
Yodel	4	**	2	**	**	2	**	**	**	2	2	-	2	-	**
	5%	**	4%	**	**	3%	**	**	**	4%	3%	-%	4%	-%	**
Parcelforce	3	**	*	**	**	1	**	**	**	1	3	3	1	3	**
	4%	**	*%	**	**	2%	**	**	**	3%	5%	6%	3%	6%	**
Parcels to go	2	**	-	**	**	2	**	**	**	2	-	2	-	2	**
	3%	**	-%	**	**	4%	**	**	**	5%	-%	5%	-%	5%	**
Collect Plus	2	**	2	**	**	2	**	**	**	-	2	-	-	2	**
	3%	**	4%	**	**	4%	**	**	**	-%	4%	-%	-%	4%	**
APC	2	**	-	**	**	2	**	**	**	-	2	2	-	-	**
	2%	**	-%	**	**	3%	**	**	**	-%	3%	4%	-%	-%	**
One Post	2	**	-	**	**	2	**	**	**	2	-	2	2	2	**
	2%	**	-%	**	**	3%	**	**	**	4%	-%	4%	4%	4%	**
DX	1	**	1	**	**	1	**	**	**	1	1	1	1	*	**
	1%	**	1%	**	**	1%	**	**	**	1%	1%	1%	1%	1%	**
Interlink / Interlink Express / Direct	*	**	*	**	**	-	**	**	**	*	*	-	*	*	**
	*%	**	*%	**	**	-%	**	**	**	*%	*%	-%	*%	*%	**
Pitney Bowes	*	**	*	**	**	*	**	**	**	*	*	*	*	-	**
	*%	**	*%	**	**	*%	**	**	**	*%	*%	*%	*%	-%	**
Secured Mail	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	86	18	55	17	-	60	49	31	1	58	62	51	63	52	7
Weighted total	75	14	45	11	-	54	44	29	*	42	53	48	48	45	3
Local Courier	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Lynx	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
First Post	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Wey Group International	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
ENC	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Fast Track	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Neo Post	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Fastway Couriers	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Tuffnels	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Euro	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Global Mailing	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Haynes	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Priority Express	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Business Post	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Legal Post	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
AJG Parcels	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Parcel Line	-	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**86**	18	55	17	-	60	49	31	1	58	62	51	63	52	7
Weighted total	**75**	14	45	11	-	54	44	29	*	42	53	48	48	45	3
Coopers Carriers	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
DHS	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Interparcel	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Securicor	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Citipost	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Amazon	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
None	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Don't know	**-**	**	-	**	**	-	**	**	**	-	-	-	-	-	**
	-%	**	-%	**	**	-%	**	**	**	-%	-%	-%	-%	-%	**
Other answers	**6**	**	4	**	**	3	**	**	**	5	4	3	5	3	**
	7%	**	*10%*	**	**	*6%*	**	**	**	*11%*	*8%*	*6%*	*10%*	*7%*	**
NET: RM Only	**4**	**	3	**	**	3	**	**	**	1	3	1	3	2	**
	5%	**	*7%*	**	**	*5%*	**	**	**	*2%*	*6%*	*2%*	*6%*	*4%*	**
NET: RM and other	**10**	**	4	**	**	10	**	**	**	6	5	8	7	4	**
	13%	**	*10%*	**	**	*18%*	**	**	**	*15%*	*9%*	*17%*	*13%*	*9%*	**
NET: Provider other than RM only	**61**	**	37	**	**	41	**	**	**	35	45	39	39	39	**
	82%	**	*84%*	**	**	*76%*	**	**	**	*83%*	*86%*	*81%*	*81%*	*88%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**86**	43	28	36	16	13	61	58	7	-	11	1	81	74	83	77	85
Weighted total	**75**	42	27	38	21	17	50	49	6	-	9	2	73	63	75	68	73
UPS	**21**	**	**	**	**	**	12	13	**	**	**	**	21	17	21	20	21
	28%	**	**	**	**	**	*23%*	*27%*	**	**	**	**	*28%*	*27%*	*28%*	*30%*	*28%*
Royal Mail	**14**	**	**	**	**	**	9	7	**	**	**	**	14	11	14	13	14
	18%	**	**	**	**	**	*19%*	*15%*	**	**	**	**	*19%*	*18%*	*18%*	*19%*	*19%*
DPD	**13**	**	**	**	**	**	10	6	**	**	**	**	13	11	13	13	13
	17%	**	**	**	**	**	*21%*	*13%*	**	**	**	**	*17%*	*17%*	*17%*	*19%*	*17%*
DHL	**12**	**	**	**	**	**	11	9	**	**	**	**	12	12	12	11	12
	16%	**	**	**	**	**	*22%*	*18%*	**	**	**	**	*16%*	*19%*	*16%*	*17%*	*16%*
FedEx	**9**	**	**	**	**	**	7	5	**	**	**	**	9	9	9	9	9
	12%	**	**	**	**	**	*15%*	*10%*	**	**	**	**	*13%*	*15%*	*12%*	*14%*	*13%*
Hermes	**8**	**	**	**	**	**	2	4	**	**	**	**	8	6	8	6	8
	10%	**	**	**	**	**	*5%*	*9%*	**	**	**	**	*11%*	*10%*	*10%*	*9%*	*11%*
TNT Express	**7**	**	**	**	**	**	5	5	**	**	**	**	7	7	7	7	7
	10%	**	**	**	**	**	*10%*	*10%*	**	**	**	**	*10%*	*12%*	*10%*	*10%*	*10%*
UK Mail	**6**	**	**	**	**	**	6	4	**	**	**	**	4	2	6	4	4
	8%	**	**	**	**	**	*12%*	*8%*	**	**	**	**	*6%*	*4%*	*8%*	*6%*	*6%*
Yodel	**4**	**	**	**	**	**	2	-	**	**	**	**	4	4	4	4	4
	5%	**	**	**	**	**	*4%*	*-%*	**	**	**	**	*5%*	*6%*	*5%*	*5%*	*5%*
Parcelforce	**3**	**	**	**	**	**	1	3	**	**	**	**	3	3	3	3	3
	4%	**	**	**	**	**	*1%*	*5%*	**	**	**	**	*4%*	*5%*	*4%*	*5%*	*5%*
Parcels to go	**2**	**	**	**	**	**	-	2	**	**	**	**	2	2	2	2	2
	3%	**	**	**	**	**	*-%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
Collect Plus	**2**	**	**	**	**	**	-	2	**	**	**	**	2	2	2	2	2
	3%	**	**	**	**	**	*-%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
APC	**2**	**	**	**	**	**	2	2	**	**	**	**	2	2	2	2	2
	2%	**	**	**	**	**	*4%*	*4%*	**	**	**	**	*3%*	*3%*	*2%*	*3%*	*2%*
One Post	**2**	**	**	**	**	**	2	2	**	**	**	**	2	2	2	2	2
	2%	**	**	**	**	**	*3%*	*4%*	**	**	**	**	*2%*	*3%*	*2%*	*3%*	*2%*
DX	**1**	**	**	**	**	**	1	-	**	**	**	**	1	1	1	1	1
	1%	**	**	**	**	**	*1%*	*-%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Interlink / Interlink Express / Direct	*	**	**	**	**	**	*	*	**	**	**	**	*	*	*	*	*
	%	**	**	**	**	**	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Pitney Bowes	*	**	**	**	**	**	-	*	**	**	**	**	*	*	*	-	*
	%	**	**	**	**	**	*-%*	*%*	**	**	**	**	*%*	*%*	*%*	*-%*	*%*
Secured Mail	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**86**	43	28	36	16	13	61	58	7	-	11	1	81	74	83	77	85
Weighted total	**75**	42	27	38	21	17	50	49	6	-	9	2	73	63	75	68	73
Local Courier	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Lynx	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
First Post	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
ENC	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Neo Post	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Fastway Couriers	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Tuffnels	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Euro	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Global Mailing	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Haynes	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Priority Express	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Business Post	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Legal Post	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	-	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**86**	43	28	36	16	13	61	58	7	-	11	1	81	74	83	77	85
Weighted total	**75**	42	27	38	21	17	50	49	6	-	9	2	73	63	75	68	73
Coopers Carriers	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Interparcel	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Postal Sort	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Amazon	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
None	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know	**-**	**	**	**	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other answers	**6**	**	**	**	**	**	5	3	**	**	**	**	5	3	5	3	6
	7%	**	**	**	**	**	*9%*	*7%*	**	**	**	**	*7%*	*5%*	*7%*	*5%*	*8%*
NET: RM Only	**4**	**	**	**	**	**	1	2	**	**	**	**	4	3	4	3	4
	5%	**	**	**	**	**	*2%*	*3%*	**	**	**	**	*5%*	*5%*	*5%*	*4%*	*5%*
NET: RM and other	**10**	**	**	**	**	**	8	6	**	**	**	**	10	8	10	10	10
	13%	**	**	**	**	**	*16%*	*12%*	**	**	**	**	*14%*	*13%*	*13%*	*15%*	*14%*
NET: Provider other than RM only	**61**	**	**	**	**	**	41	42	**	**	**	**	59	52	61	55	60
	82%	**	**	**	**	**	*81%*	*85%*	**	**	**	**	*81%*	*82%*	*82%*	*81%*	*81%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**86**	61	83	38	3	63	3	25	59	67	3	22	64	27	45	14
Weighted total	**75**	54	75	31	*	54	4	27	47	60	4	17	58	30	39	6
UPS	**21**	17	21	**	**	18	**	**	10	19	**	**	15	**	**	**
	28%	*31%*	*28%*	**	**	*33%*	**	**	*21%*	*31%*	**	**	*26%*	**	**	**
Royal Mail	**14**	9	14	**	**	10	**	**	6	11	**	**	10	**	**	**
	18%	*17%*	*18%*	**	**	*18%*	**	**	*13%*	*19%*	**	**	*17%*	**	**	**
DPD	**13**	11	13	**	**	9	**	**	11	9	**	**	11	**	**	**
	17%	*20%*	*17%*	**	**	*16%*	**	**	*23%*	*15%*	**	**	*19%*	**	**	**
DHL	**12**	11	11	**	**	7	**	**	5	10	**	**	10	**	**	**
	16%	*21%*	*15%*	**	**	*12%*	**	**	*11%*	*17%*	**	**	*17%*	**	**	**
				b												
FedEx	**9**	9	9	**	**	3	**	**	5	5	**	**	7	**	**	**
	12%	*17%*	*12%*	**	**	*6%*	**	**	*10%*	*9%*	**	**	*12%*	**	**	**
Hermes	**8**	4	8	**	**	7	**	**	5	8	**	**	8	**	**	**
	10%	*7%*	*10%*	**	**	*13%*	**	**	*12%*	*13%*	**	**	*13%*	**	**	**
TNT Express	**7**	7	7	**	**	6	**	**	4	7	**	**	7	**	**	**
	10%	*12%*	*10%*	**	**	*11%*	**	**	*9%*	*11%*	**	**	*12%*	**	**	**
UK Mail	**6**	1	6	**	**	4	**	**	2	2	**	**	2	**	**	**
	8%	*1%*	*8%*	**	**	*7%*	**	**	*5%*	*4%*	**	**	*4%*	**	**	**
Yodel	**4**	4	4	**	**	4	**	**	2	4	**	**	2	**	**	**
	5%	*7%*	*5%*	**	**	*6%*	**	**	*4%*	*6%*	**	**	*3%*	**	**	**
Parcelforce	**3**	3	3	**	**	1	**	**	3	3	**	**	1	**	**	**
	4%	*6%*	*4%*	**	**	*2%*	**	**	*6%*	*5%*	**	**	*2%*	**	**	**
Parcels to go	**2**	2	2	**	**	-	**	**	2	-	**	**	2	**	**	**
	3%	*4%*	*3%*	**	**	*-%*	**	**	*5%*	*-%*	**	**	*4%*	**	**	**
Collect Plus	**2**	2	2	**	**	-	**	**	-	2	**	**	2	**	**	**
	3%	*4%*	*3%*	**	**	*-%*	**	**	*-%*	*3%*	**	**	*3%*	**	**	**
APC	**2**	-	2	**	**	2	**	**	2	2	**	**	2	**	**	**
	2%	*-%*	*2%*	**	**	*3%*	**	**	*4%*	*3%*	**	**	*3%*	**	**	**
One Post	**2**	2	2	**	**	-	**	**	-	2	**	**	2	**	**	**
	2%	*3%*	*2%*	**	**	*-%*	**	**	*-%*	*3%*	**	**	*3%*	**	**	**
DX	**1**	*	1	**	**	*	**	**	1	*	**	**	*	**	**	**
	1%	*1%*	*1%*	**	**	*1%*	**	**	*1%*	*1%*	**	**	*1%*	**	**	**
Interlink / Interlink Express / Direct	*	*	*	**	**	-	**	**	-	-	**	**	-	**	**	**
	%	*%*	*%*	**	**	*-%*	**	**	*-%*	*-%*	**	**	*-%*	**	**	**
Pitney Bowes	*	-	*	**	**	*	**	**	*	-	**	**	-	**	**	**
	%	*-%*	*%*	**	**	*%*	**	**	*%*	*-%*	**	**	*-%*	**	**	**
Secured Mail	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	*-%*	*-%*	**	**	*-%*	**	**	*-%*	*-%*	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	86	61	83	38	3	63	3	25	59	67	3	22	64	27	45	14
Weighted total	75	54	75	31	*	54	4	27	47	60	4	17	58	30	39	6
MHI (Mail Handling International)	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Local Courier	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Eagle Couriers	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Lynx	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
First Post	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Wey Group International	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
ENC	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Fast Track	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Neo Post	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Fastway Couriers	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Tuffnels	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Euro	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
UK / British Mail	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Freight - Better / Night	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Global Mailing	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Haynes	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Priority Express	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Business Post	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Legal Post	-	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**86**	61	83	38	3	63	3	25	59	67	3	22	64	27	45	14
Weighted total	**75**	54	75	31	*	54	4	27	47	60	4	17	58	30	39	6
AJG Parcels	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Parcel Line	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Coopers Carriers	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
DHS	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Whistl (Previously known as TNT Post)	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Interparcel	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Securicor	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Citipost	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Pallet Lines	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Postal Sort	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Amazon	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
None	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Don't know	**-**	-	-	**	**	-	**	**	-	-	**	**	-	**	**	**
	-%	-%	-%	**	**	-%	**	**	-%	-%	**	**	-%	**	**	**
Other answers	**6**	3	6	**	**	5	**	**	3	3	**	**	5	**	**	**
	7%	*6%*	*7%*	**	**	*9%*	**	**	*7%*	*6%*	**	**	*9%*	**	**	**
NET: RM Only	**4**	1	4	**	**	4	**	**	2	3	**	**	2	**	**	**
	5%	*1%*	*5%*	**	**	*6%*	**	**	*4%*	*5%*	**	**	*4%*	**	**	**
NET: RM and other	**10**	8	10	**	**	6	**	**	4	8	**	**	8	**	**	**
	13%	*16%*	*14%*	**	**	*12%*	**	**	*10%*	*14%*	**	**	*13%*	**	**	**
NET: Provider other than RM only	**61**	45	61	**	**	44	**	**	41	49	**	**	48	**	**	**
	82%	*83%*	*82%*	**	**	*82%*	**	**	*87%*	*81%*	**	**	*83%*	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**86**	40	11	35	48	38
Weighted total	**75**	33	12	30	36	39
UPS	**21**	**	**	**	**	**
	28%	**	**	**	**	**
Royal Mail	**14**	**	**	**	**	**
	18%	**	**	**	**	**
DPD	**13**	**	**	**	**	**
	17%	**	**	**	**	**
						a
DHL	**12**	**	**	**	**	**
	16%	**	**	**	**	**
				a		
FedEx	**9**	**	**	**	**	**
	12%	**	**	**	**	**
Hermes	**8**	**	**	**	**	**
	10%	**	**	**	**	**
TNT Express	**7**	**	**	**	**	**
	10%	**	**	**	**	**
UK Mail	**6**	**	**	**	**	**
	8%	**	**	**	**	**
Yodel	**4**	**	**	**	**	**
	5%	**	**	**	**	**
Parcelforce	**3**	**	**	**	**	**
	4%	**	**	**	**	**
Parcels to go	**2**	**	**	**	**	**
	3%	**	**	**	**	**
Collect Plus	**2**	**	**	**	**	**
	3%	**	**	**	**	**
APC	**2**	**	**	**	**	**
	2%	**	**	**	**	**
One Post	**2**	**	**	**	**	**
	2%	**	**	**	**	**
DX	**1**	**	**	**	**	**
	1%	**	**	**	**	**
Interlink / Interlink Express / Direct	*	**	**	**	**	**
	%	**	**	**	**	**
Pitney Bowes	*	**	**	**	**	**
	%	**	**	**	**	**
Secured Mail	-	**	**	**	**	**
	-%	**	**	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**
	-%	**	**	**	**	**

Columns Tested: a,b,c - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**86**	40	11	35	48	38
Weighted total	**75**	33	12	30	36	39
Local Courier	-	**	**	**	**	**
	-%	**	**	**	**	**
Eagle Couriers	-	**	**	**	**	**
	-%	**	**	**	**	**
Lynx	-	**	**	**	**	**
	-%	**	**	**	**	**
First Post	-	**	**	**	**	**
	-%	**	**	**	**	**
Wey Group International	-	**	**	**	**	**
	-%	**	**	**	**	**
ENC	-	**	**	**	**	**
	-%	**	**	**	**	**
Fast Track	-	**	**	**	**	**
	-%	**	**	**	**	**
Neo Post	-	**	**	**	**	**
	-%	**	**	**	**	**
Fastway Couriers	-	**	**	**	**	**
	-%	**	**	**	**	**
Tuffnels	-	**	**	**	**	**
	-%	**	**	**	**	**
Euro	-	**	**	**	**	**
	-%	**	**	**	**	**
UK / British Mail	-	**	**	**	**	**
	-%	**	**	**	**	**
Freight - Better / Night	-	**	**	**	**	**
	-%	**	**	**	**	**
Global Mailing	-	**	**	**	**	**
	-%	**	**	**	**	**
Haynes	-	**	**	**	**	**
	-%	**	**	**	**	**
Priority Express	-	**	**	**	**	**
	-%	**	**	**	**	**
Business Post	-	**	**	**	**	**
	-%	**	**	**	**	**
Legal Post	-	**	**	**	**	**
	-%	**	**	**	**	**
AJG Parcels	-	**	**	**	**	**
	-%	**	**	**	**	**
Parcel Line	-	**	**	**	**	**
	-%	**	**	**	**	**

Columns Tested: a,b,c - a,b

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**86**	40	11	35	48	38
Weighted total	**75**	33	12	30	36	39
Coopers Carriers	**-**	**	**	**	**	**
	-%	**	**	**	**	**
DHS	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Interparcel	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Securicor	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Citipost	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Pallet Lines	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Postal Sort	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Amazon	**-**	**	**	**	**	**
	-%	**	**	**	**	**
None	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Don't know	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Other answers	**6**	**	**	**	**	**
	7%	**	**	**	**	**
NET: RM Only	**4**	**	**	**	**	**
	5%	**	**	**	**	**
NET: RM and other	**10**	**	**	**	**	**
	13%	**	**	**	**	**
		c				
NET: Provider other than RM only	**61**	**	**	**	**	**
	82%	**	**	**	**	**

Columns Tested: a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	86	13	3	5	7	16	5	4	9	8	9	4	3
Weighted total	75	11	6	4	6	18	4	4	5	7	4	3	2
UPS	21	**	**	**	**	**	**	**	**	**	**	**	**
	28%	**	**	**	**	**	**	**	**	**	**	**	**
Royal Mail	14	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	13	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	12	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	9	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	8	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	7	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	6	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Yodel	4	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	3	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
One Post	2	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
DX	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Local Courier	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 27 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**86**	13	3	5	7	16	5	4	9	8	9	4	3
Weighted total	**75**	11	6	4	6	18	4	4	5	7	4	3	2
Lynx	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
First Post	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Wey Group International	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
ENC	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fast Track	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Neo Post	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fastway Couriers	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Euro	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
UK / British Mail	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Freight - Better / Night	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Haynes	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Priority Express	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Business Post	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Legal Post	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
AJG Parcels	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Parcel Line	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Coopers Carriers	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
DHS	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**86**	13	3	5	7	16	5	4	9	8	9	4	3
Weighted total	**75**	11	6	4	6	18	4	4	5	7	4	3	2
Interparcel	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Securicor	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Citipost	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Postal Sort	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Amazon	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
None	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	**6**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM and other	**10**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	**61**	**	**	**	**	**	**	**	**	**	**	**	**
	82%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**86**	21	28	21	16
Weighted total	**75**	21	28	16	10
UPS	**21**	**	**	**	**
	28%	**	**	**	**
Royal Mail	**14**	**	**	**	**
	18%	**	**	**	**
DPD	**13**	**	**	**	**
	17%	**	**	**	**
DHL	**12**	**	**	**	**
	16%	**	**	**	**
FedEx	**9**	**	**	**	**
	12%	**	**	**	**
Hermes	**8**	**	**	**	**
	10%	**	**	**	**
TNT Express	**7**	**	**	**	**
	10%	**	**	**	**
UK Mail	**6**	**	**	**	**
	8%	**	**	**	**
Yodel	**4**	**	**	**	**
	5%	**	**	**	**
Parcelforce	**3**	**	**	**	**
	4%	**	**	**	**
Parcels to go	**2**	**	**	**	**
	3%	**	**	**	**
Collect Plus	**2**	**	**	**	**
	3%	**	**	**	**
APC	**2**	**	**	**	**
	2%	**	**	**	**
One Post	**2**	**	**	**	**
	2%	**	**	**	**
DX	**1**	**	**	**	**
	1%	**	**	**	**
Interlink / Interlink Express / Direct	*	**	**	**	**
	%	**	**	**	**
Pitney Bowes	*	**	**	**	**
	%	**	**	**	**
Secured Mail	-	**	**	**	**
	-%	**	**	**	**
MHI (Mail Handling International)	-	**	**	**	**
	-%	**	**	**	**
Local Courier	-	**	**	**	**
	-%	**	**	**	**
Eagle Couriers	-	**	**	**	**
	-%	**	**	**	**

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**86**	21	28	21	16
Weighted total	**75**	21	28	16	10
Lynx	-	**	**	**	**
	-%	**	**	**	**
First Post	-	**	**	**	**
	-%	**	**	**	**
Wey Group International	-	**	**	**	**
	-%	**	**	**	**
ENC	-	**	**	**	**
	-%	**	**	**	**
Fast Track	-	**	**	**	**
	-%	**	**	**	**
Neo Post	-	**	**	**	**
	-%	**	**	**	**
Fastway Couriers	-	**	**	**	**
	-%	**	**	**	**
Tuffnels	-	**	**	**	**
	-%	**	**	**	**
Euro	-	**	**	**	**
	-%	**	**	**	**
UK / British Mail	-	**	**	**	**
	-%	**	**	**	**
Freight - Better / Night	-	**	**	**	**
	-%	**	**	**	**
Global Mailing	-	**	**	**	**
	-%	**	**	**	**
Haynes	-	**	**	**	**
	-%	**	**	**	**
Priority Express	-	**	**	**	**
	-%	**	**	**	**
Business Post	-	**	**	**	**
	-%	**	**	**	**
Legal Post	-	**	**	**	**
	-%	**	**	**	**
AJG Parcels	-	**	**	**	**
	-%	**	**	**	**
Parcel Line	-	**	**	**	**
	-%	**	**	**	**
Coopers Carriers	-	**	**	**	**
	-%	**	**	**	**
DHS	-	**	**	**	**
	-%	**	**	**	**
Whistl (Previously known as TNT Post)	-	**	**	**	**
	-%	**	**	**	**

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**86**	21	28	21	16
Weighted total	**75**	21	28	16	10
Interparcel	**-**	**	**	**	**
	-%	**	**	**	**
Securicor	**-**	**	**	**	**
	-%	**	**	**	**
Citipost	**-**	**	**	**	**
	-%	**	**	**	**
Pallet Lines	**-**	**	**	**	**
	-%	**	**	**	**
Postal Sort	**-**	**	**	**	**
	-%	**	**	**	**
Amazon	**-**	**	**	**	**
	-%	**	**	**	**
None	**-**	**	**	**	**
	-%	**	**	**	**
Don't know	**-**	**	**	**	**
	-%	**	**	**	**
Other answers	**6**	**	**	**	**
	7%	**	**	**	**
NET: RM Only	**4**	**	**	**	**
	5%	**	**	**	**
NET: RM and other	**10**	**	**	**	**
	13%	**	**	**	**
NET: Provider other than RM only	**61**	**	**	**	**
	82%	**	**	**	**

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 28

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1580**	968	391	133	88	-	612	299	272	102	52	130
Weighted total	**1501**	1430	45	15	11	-	71	439	348	94	37	49
Royal Mail	**1450**	1381	43	15	11	**	69	429	332	94	35	47
	97%	*97%*	*96%*	*98%*	*98%*	**	*97%*	*98%*	*95%*	*99%*	*94%*	*96%*
Parcelforce	**4**	4	*	-	-	**	*	2	1	*	-	-
	***%**	*%*	*%*	-%	-%	**	*%*	*%*	*%*	-%	-%	-%
UK Mail	**4**	4	-	-	-	**	-	2	-	-	-	-
	***%**	*%*	-%	-%	-%	**	-%	*%*	-%	-%	-%	-%
DPD	**4**	4	-	-	-	**	-	-	2	-	-	-
	***%**	*%*	-%	-%	-%	**	-%	-%	*1%*	-%	-%	-%
DHL	**4**	4	*	-	-	**	*	2	-	-	-	*
	***%**	*%*	*%*	-%	-%	**	*%*	*%*	-%	-%	-%	*%*
Amazon	**3**	3	-	-	-	**	-	-	3	-	-	-
	***%**	*%*	-%	-%	-%	**	-%	-%	*1%*	-%	-%	-%
Neo Post	**3**	2	*	*	-	**	*	-	2	-	-	-
	***%**	*%*	*%*	*1%*	-%	**	*%*	-%	*1%*	-%	-%	-%
				a								
TNT Express	**2**	2	-	-	-	**	-	-	2	-	-	-
	***%**	*%*	-%	-%	-%	**	-%	-%	*1%*	-%	-%	-%
Parcels to go	**2**	2	-	-	-	**	-	-	2	-	-	-
	***%**	*%*	-%	-%	-%	**	-%	-%	*1%*	-%	-%	-%
Hermes	**2**	2	*	-	-	**	*	2	-	-	-	-
	***%**	*%*	*%*	-%	-%	**	*%*	*%*	-%	-%	-%	-%
Interlink / Interlink Express / Direct	**2**	2	-	-	-	**	-	-	-	-	-	-
	***%**	*%*	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
DX	**1**	1	*	-	-	**	*	1	-	1	-	-
	***%**	*%*	*%*	-%	-%	**	*%*	*%*	-%	*1%*	-%	-%
Postal Sort	**1**	1	*	-	*	**	*	-	-	-	*	*
	***%**	*%*	*%*	-%	*1%*	**	*%*	-%	-%	-%	*%*	*%*
FedEx	**1**	1	*	-	-	**	*	-	-	-	-	-
	***%**	*%*	*%*	-%	-%	**	*%*	-%	-%	-%	-%	-%
Pitney Bowes	*	-	*	*	-	**	*	-	-	-	*	-
	***%**	-%	*%*	*1%*	-%	**	*%*	-%	-%	-%	*%*	-%
				a								
UPS	*	-	*	-	-	**	*	-	-	-	-	*
	***%**	-%	*%*	-%	-%	**	*%*	-%	-%	-%	-%	*%*
First Post	*	-	*	-	-	**	*	-	-	-	-	-
	***%**	-%	*%*	-%	-%	**	*%*	-%	-%	-%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Yodel	-	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1580**	968	391	133	88	-	612	299	272	102	52	130
Weighted total	**1501**	1430	45	15	11	-	71	439	348	94	37	49
Secured Mail	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1580**	968	391	133	88	-	612	299	272	102	52	130
Weighted total	**1501**	1430	45	15	11	-	71	439	348	94	37	49
AJG Parcels	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
None	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Other answers	**18**	17	*	-	*	**	1	2	4	-	2	2
	1%	*1%*	*1%*	*-%*	*1%*	**	*1%*	**%*	*1%*	*-%*	*5%*	*4%*
											abc	**ac**
NET: RM Only	**1450**	1381	43	15	11	**	69	429	332	94	35	47
	97%	*97%*	*96%*	*98%*	*98%*	**	*97%*	*98%*	*95%*	*99%*	*94%*	*96%*
NET: Provider other than RM only	**50**	48	2	*	*	**	2	10	16	1	2	2
	3%	*3%*	*4%*	*2%*	*2%*	**	*3%*	*2%*	*5%*	*1%*	*6%*	*4%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
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Royal Mail	**1450**	126	114	259	**	122	220	134	114	108	1247	64	67	73
	97%	*100%*	*95%*	*98%*	**	*96%*	*95%*	*97%*	*95%*	*97%*	*97%*	*96%*	*98%*	*97%*
		bfh		f										
Parcelforce	**4**	*	-	-	**	-	2	2	-	-	4	1	-	-
	***%**	*%*	-%	-%	**	-%	*1%*	*1%*	-%	-%	*%*	*1%*	-%	-%
UK Mail	**4**	-	2	-	**	-	2	-	-	-	4	-	-	-
	***%**	-%	*2%*	-%	**	-%	*1%*	-%	-%	-%	*%*	-%	-%	-%
DPD	**4**	-	-	2	**	-	-	-	2	-	4	-	-	-
	***%**	-%	-%	*1%*	**	-%	-%	-%	*2%*	-%	*%*	-%	-%	-%
									j					
DHL	**4**	-	-	2	**	2	-	-	-	-	4	-	-	-
	***%**	-%	-%	*1%*	**	*1%*	-%	-%	-%	-%	*%*	-%	-%	-%
Amazon	**3**	-	3	-	**	-	-	-	-	-	3	-	-	-
	***%**	-%	*2%*	-%	**	-%	-%	-%	-%	-%	*%*	-%	-%	-%
			cfjklm											
Neo Post	**3**	-	-	*	**	-	2	-	-	-	2	1	-	-
	***%**	-%	-%	*%*	**	-%	*1%*	-%	-%	-%	*%*	*1%*	-%	-%
TNT Express	**2**	-	-	-	**	-	-	-	2	-	2	-	-	-
	***%**	-%	-%	-%	**	-%	-%	-%	*2%*	-%	*%*	-%	-%	-%
									j					
Parcels to go	**2**	-	-	-	**	-	-	2	-	-	2	-	-	-
	***%**	-%	-%	-%	**	-%	-%	*1%*	-%	-%	*%*	-%	-%	-%
								j						
Hermes	**2**	*	2	-	**	-	-	-	-	-	2	-	-	-
	***%**	*%*	*2%*	-%	**	-%	-%	-%	-%	-%	*%*	-%	-%	-%
			j											
Interlink / Interlink Express / Direct	**2**	-	-	-	**	2	-	-	-	-	2	-	-	-
	***%**	-%	-%	-%	**	*1%*	-%	-%	-%	-%	*%*	-%	-%	-%
						j								
DX	**1**	-	-	-	**	-	-	-	-	-	-	1	-	1
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*
												j		j
Postal Sort	**1**	-	-	-	**	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
FedEx	**1**	-	-	-	**	-	-	-	-	*	*	-	1	-
	***%**	-%	-%	-%	**	-%	-%	-%	-%	*%*	*%*	-%	*1%*	-%
													j	
Pitney Bowes	*	-	-	*	**	-	-	*	-	-	*	-	-	*
	***%**	-%	-%	*%*	**	-%	-%	*%*	-%	-%	*%*	-%	-%	*%*
UPS	*	-	-	-	**	-	*	-	-	-	*	-	-	-
	***%**	-%	-%	-%	**	-%	*%*	-%	-%	-%	*%*	-%	-%	-%
First Post	*	-	-	-	**	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*%*	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Unweighted total	**1580**	93	76	207	42	100	193	113	94	91	1009	174	181	216
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Priority Express	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**18**	-	-	*	**	2	6	*	2	4	16	1	1	1
	1%	-%	-%	*%	**	*1%*	*3%*	*%	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*
					cg		c			c				
NET: RM Only	**1450**	126	114	259	**	122	220	134	114	108	1247	64	67	73
	97%	*100%*	*95%*	*98%*	**	*96%*	*95%*	*97%*	*95%*	*97%*	*97%*	*96%*	*98%*	*97%*
		bfh		f										
NET: Provider other than RM only	**50**	*	7	4	**	5	12	4	6	4	45	3	1	2
	3%	*%*	*5%*	*2%*	**	*4%*	*5%*	*3%*	*5%*	*3%*	*3%*	*4%*	*2%*	*3%*
			a				**ac**		a					

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Royal Mail	**1450**	154	92	243	**	102	243	111	121	127	1238	69	71	73
	97%	*98%*	*96%*	*97%*	**	*95%*	*96%*	*96%*	*95%*	*97%*	*97%*	*96%*	*98%*	*97%*
Parcelforce	**4**	*	-	-	**	-	2	2	-	-	4	1	-	-
	***%**	*%*	-%	-%	**	-%	*1%*	*2%*	-%	-%	*%*	*1%*	-%	-%
UK Mail	**4**	-	2	-	**	-	2	-	-	-	4	-	-	-
	***%**	-%	*2%*	-%	**	-%	*1%*	-%	-%	-%	*%*	-%	-%	-%
			m											
DPD	**4**	-	-	-	**	-	2	-	2	-	4	-	-	-
	***%**	-%	-%	-%	**	-%	*1%*	-%	*2%*	-%	*%*	-%	-%	-%
DHL	**4**	-	-	2	**	2	-	-	-	-	4	-	-	-
	***%**	-%	-%	*1%*	**	*2%*	-%	-%	-%	-%	*%*	-%	-%	-%
						j								
Amazon	**3**	3	-	-	**	-	-	-	-	-	3	-	-	-
	***%**	*2%*	-%	-%	**	-%	-%	-%	-%	-%	*%*	-%	-%	-%
		jm												
Neo Post	**3**	-	-	*	**	-	2	-	-	-	2	1	-	-
	***%**	-%	-%	*%*	**	-%	*1%*	-%	-%	-%	*%*	*1%*	-%	-%
TNT Express	**2**	-	-	-	**	-	-	-	2	-	2	-	-	-
	***%**	-%	-%	-%	**	-%	-%	-%	*2%*	-%	*%*	-%	-%	-%
									j					
Parcels to go	**2**	-	-	-	**	-	-	2	-	-	2	-	-	-
	***%**	-%	-%	-%	**	-%	-%	*2%*	-%	-%	*%*	-%	-%	-%
								j						
Hermes	**2**	*	2	-	**	-	-	-	-	-	2	-	-	-
	***%**	*%*	*2%*	-%	**	-%	-%	-%	-%	-%	*%*	-%	-%	-%
			jm											
Interlink / Interlink Express / Direct	**2**	-	-	-	**	2	-	-	-	-	2	-	-	-
	***%**	-%	-%	-%	**	*2%*	-%	-%	-%	-%	*%*	-%	-%	-%
						j								
DX	**1**	-	-	-	**	-	-	-	-	-	-	1	-	1
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*1%*	-%	*1%*
												j		j
Postal Sort	**1**	-	-	-	**	-	-	-	-	-	-	-	-	1
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*1%*
														j
FedEx	**1**	-	-	-	**	-	-	-	-	*	*	-	1	-
	***%**	-%	-%	-%	**	-%	-%	-%	-%	*%*	*%*	-%	*1%*	-%
													j	
Pitney Bowes	*	-	-	*	**	-	-	*	-	-	*	-	-	*
	***%**	-%	-%	*%*	**	-%	-%	*%*	-%	-%	*%*	-%	-%	*%*
UPS	*	-	-	-	**	-	*	-	-	-	*	-	-	-
	***%**	-%	-%	-%	**	-%	*%*	-%	-%	-%	*%*	-%	-%	-%
First Post	*	-	-	-	**	-	-	-	-	-	-	*	-	-
	***%**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*%*	-%	-%

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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1580**	112	60	197	39	93	201	95	96	105	998	180	186	216
Weighted total	**1501**	158	96	250	46	107	253	115	127	131	1282	71	72	75
Priority Express	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**18**	-	-	4	**	2	2	*	2	4	16	1	1	1
	1%	-%	-%	*2%*	**	*2%*	*1%*	*%	*1%*	*3%*	*1%*	*1%*	*1%*	*1%*
					ag									
NET: RM Only	**1450**	154	92	243	**	102	243	111	121	127	1238	69	71	73
	97%	*98%*	*96%*	*97%*	**	*95%*	*96%*	*96%*	*95%*	*97%*	*97%*	*96%*	*98%*	*97%*
NET: Provider other than RM only	**50**	3	4	6	**	5	10	4	6	4	45	3	1	2
	3%	*2%*	*4%*	*3%*	**	*5%*	*4%*	*4%*	*5%*	*3%*	*3%*	*4%*	*2%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1580	36	144	31	139	351	66	84	714	1184	396	1379	201	1525	55
Weighted total	1501	31	138	27	124	419	51	78	619	1207	294	1347	153	1432	68
Royal Mail	1450	**	123	**	121	402	50	77	605	1160	290	1303	148	1386	64
	97%	**	*89%*	**	*98%*	*96%*	*99%*	*99%*	*98%*	*96%*	*99%*	*97%*	*96%*	*97%*	*94%*
		b			b	b	b	b	b		a				
Parcelforce	4	**	2	**	-	2	*	-	-	4	-	4	-	2	2
	%	**	*2%*	**	-%	*%*	*%*	-%	-%	*%*	-%	*%*	-%	*%*	*3%*
			h												a
UK Mail	4	**	2	**	-	2	-	-	-	4	-	4	-	4	-
	%	**	*2%*	**	-%	*%*	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%
			h												
DPD	4	**	-	**	-	2	-	-	2	4	-	2	2	4	-
	%	**	-%	**	-%	*%*	-%	-%	*%*	*%*	-%	*%*	*1%*	*%*	-%
													a		
DHL	4	**	2	**	-	*	-	-	2	4	-	4	-	4	-
	%	**	*1%*	**	-%	*%*	-%	-%	*%*	*%*	-%	*%*	-%	*%*	-%
			e												
Amazon	3	**	-	**	-	3	-	-	-	3	-	3	-	3	-
	%	**	-%	**	-%	*1%*	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%
						h									
Neo Post	3	**	-	**	1	2	-	-	*	3	*	3	*	3	-
	%	**	-%	**	*%*	*%*	-%	-%	*%*	*%*	*%*	*%*	*%*	*%*	-%
TNT Express	2	**	2	**	-	-	-	-	-	2	-	2	-	2	-
	%	**	*1%*	**	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%
			eh												
Parcels to go	2	**	-	**	-	2	-	-	-	2	-	-	2	2	-
	%	**	-%	**	-%	*%*	-%	-%	-%	*%*	-%	-%	*1%*	*%*	-%
													a		
Hermes	2	**	-	**	-	2	-	-	*	*	2	2	*	2	-
	%	**	-%	**	-%	*%*	-%	-%	*%*	*%*	*1%*	*%*	*%*	*%*	-%
											a				
Interlink / Interlink Express / Direct	2	**	2	**	-	-	-	-	-	2	-	2	-	2	-
	%	**	*1%*	**	-%	-%	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%
			eh												
DX	1	**	-	**	-	-	-	-	1	1	1	1	-	1	-
	%	**	-%	**	-%	-%	-%	-%	*%*	*%*	*%*	*%*	-%	*%*	-%
Postal Sort	1	**	-	**	*	-	*	1	*	1	*	*	1	1	-
	%	**	-%	**	*%*	-%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	-%
								h					a		
FedEx	1	**	*	**	-	1	-	-	-	1	-	1	-	1	-
	%	**	*%*	**	-%	*%*	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%
Pitney Bowes	*	**	*	**	*	-	-	-	*	*	-	*	*	*	-
	%	**	*%*	**	*%*	-%	-%	-%	*%*	*%*	-%	*%*	*%*	*%*	-%
UPS	*	**	-	**	-	*	-	-	-	*	-	*	-	*	-
	%	**	-%	**	-%	*%*	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

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QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**1580**	36	144	31	139	351	66	84	714	1184	396	1379	201	1525	55
Weighted total	**1501**	31	138	27	124	419	51	78	619	1207	294	1347	153	1432	68
First Post	*	**	-	**	-	-	-	*	-	*	-	*	-	*	-
	*%	**	-%	**	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

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QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1580	36	144	31	139	351	66	84	714	1184	396	1379	201	1525	55
Weighted total	1501	31	138	27	124	419	51	78	619	1207	294	1347	153	1432	68
Haynes	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	18	**	4	**	2	2	*	*	9	17	1	17	1	16	2
	1%	**	3%	**	2%	1%	*%	*%	1%	1%	*%	1%	*%	1%	3%
			e							b					
NET: RM Only	1450	**	123	**	121	402	50	77	605	1160	290	1303	148	1386	64
	97%	**	89%	**	98%	96%	99%	99%	98%	96%	99%	97%	96%	97%	94%
		b			b	b	b	b	b		a				
NET: Provider other than RM only	50	**	15	**	3	18	*	1	14	47	3	45	6	47	4
	3%	**	11%	**	2%	4%	1%	1%	2%	4%	1%	3%	4%	3%	6%
			adefgh							b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1580**	887	277	404	1130	374	64	8	4	-	-	-	1504	76	410	720	450
Weighted total	**1501**	830	279	377	1168	283	43	5	2	-	-	-	1450	50	481	686	333
Royal Mail	**1450**	807	269	360	1133	267	42	**	**	**	**	**	1400	50	471	662	317
	97%	*97%*	*96%*	*96%*	*97%*	*95%*	*100%*	**	**	**	**	**	*97%*	*99%*	*98%*	*96%*	*95%*
					b										c		
Parcelforce	**4**	3	-	2	3	2	-	**	**	**	**	**	4	-	2	1	2
	***%**	*%*	-%	*%*	*%*	*1%*	-%	**	**	**	**	**	*%*	-%	*%*	*%*	*1%*
UK Mail	**4**	-	-	4	-	4	-	**	**	**	**	**	4	-	-	-	4
	***%**	-%	-%	*1%*	-%	*1%*	-%	**	**	**	**	**	*%*	-%	-%	-%	*1%*
				a		**ai**											**ab**
DPD	**4**	-	2	2	4	-	-	**	**	**	**	**	4	-	-	4	-
	***%**	-%	*1%*	*1%*	*%*	-%	-%	**	**	**	**	**	*%*	-%	-%	*1%*	-%
			a	a													
DHL	**4**	2	2	*	4	-	-	**	**	**	**	**	4	*	2	2	*
	***%**	*%*	*1%*	*%*	*%*	-%	-%	**	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Amazon	**3**	-	-	3	3	-	-	**	**	**	**	**	3	-	-	3	-
	***%**	-%	-%	*1%*	*%*	-%	-%	**	**	**	**	**	*%*	-%	-%	*%*	-%
				a													
Neo Post	**3**	*	-	3	2	1	-	**	**	**	**	**	3	-	-	2	1
	***%**	*%*	-%	*1%*	*%*	*%*	-%	**	**	**	**	**	*%*	-%	-%	*%*	*%*
				a													
TNT Express	**2**	2	-	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	***%**	*%*	-%	-%	*%*	-%	-%	**	**	**	**	**	*%*	-%	-%	*%*	-%
Parcels to go	**2**	-	2	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	***%**	-%	*1%*	-%	*%*	-%	-%	**	**	**	**	**	*%*	-%	-%	*%*	-%
			a														
Hermes	**2**	-	-	2	*	2	-	**	**	**	**	**	2	-	*	-	2
	***%**	-%	-%	*1%*	*%*	*1%*	-%	**	**	**	**	**	*%*	-%	*%*	-%	*1%*
				a		a											b
Interlink / Interlink Express / Direct	**2**	2	-	-	2	-	-	**	**	**	**	**	2	-	2	-	-
	***%**	*%*	-%	-%	*%*	-%	-%	**	**	**	**	**	*%*	-%	*%*	-%	-%
DX	**1**	-	1	1	*	1	-	**	**	**	**	**	1	-	-	*	1
	***%**	-%	*%*	*%*	*%*	*%*	-%	**	**	**	**	**	*%*	-%	-%	*%*	*%*
						a											
Postal Sort	**1**	*	1	*	*	1	-	**	**	**	**	**	1	-	-	*	1
	***%**	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**	*%*	-%	-%	*%*	*%*
FedEx	**1**	-	1	*	-	1	-	**	**	**	**	**	1	-	-	-	1
	***%**	-%	*%*	*%*	-%	*%*	-%	**	**	**	**	**	*%*	-%	-%	-%	*%*
Pitney Bowes	*	*	-	-	*	-	-	**	**	**	**	**	*	-	*	*	-
	***%**	*%*	-%	-%	*%*	-%	-%	**	**	**	**	**	*%*	-%	*%*	*%*	-%
UPS	*	-	-	*	-	-	*	**	**	**	**	**	-	*	-	-	*
	***%**	-%	-%	*%*	-%	-%	*%*	**	**	**	**	**	-%	*%*	-%	-%	*%*
							i										
First Post	*	-	-	*	*	-	-	**	**	**	**	**	*	-	-	*	-
	***%**	-%	-%	*%*	*%*	-%	-%	**	**	**	**	**	*%*	-%	-%	*%*	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1580**	887	277	404	1130	374	64	8	4	-	-	-	1504	76	410	720	450
Weighted total	**1501**	830	279	377	1168	283	43	5	2	-	-	-	1450	50	481	686	333
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Yodel	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Secured Mail	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1580**	887	277	404	1130	374	64	8	4	-	-	-	1504	76	410	720	450
Weighted total	**1501**	830	279	377	1168	283	43	5	2	-	-	-	1450	50	481	686	333
Priority Express	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Other answers	**18**	14	3	*	13	5	*	**	**	**	**	**	18	*	4	9	5
	1%	*2%*	*1%*	*%*	*1%*	*2%*	*%*	**	**	**	**	**	*1%*	*%*	*1%*	*1%*	*1%*
		c															
NET: RM Only	**1450**	807	269	360	1133	267	42	**	**	**	**	**	1400	50	471	662	317
	97%	*97%*	*96%*	*96%*	*97%*	*95%*	*100%*	**	**	**	**	**	*97%*	*99%*	*98%*	*96%*	*95%*
					b										c		
NET: Provider other than RM only	**50**	23	10	17	35	15	*	**	**	**	**	**	50	*	10	24	16
	3%	*3%*	*4%*	*4%*	*3%*	*5%*	*%*	**	**	**	**	**	*3%*	*1%*	*2%*	*4%*	*5%*
						a											a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1580**	1488	994	1580	613	517	1038	1377	98	45	44	10	6	-	580	15	10	6	1	1	-	2
Weighted total	**1501**	1381	862	1501	574	403	910	1372	71	27	22	4	4	-	554	11	5	3	*	*	-	1
Royal Mail	**1450**	1333	834	1450	545	388	881	1325	68	**	**	**	**	**	525	**	**	**	**	**	**	**
	97%	*97%*	*97%*	*97%*	*95%*	*96%*	*97%*	*97%*	*96%*	**	**	**	**	**	*95%*	**	**	**	**	**	**	**
							d															
Parcelforce	**4**	4	2	4	4	2	2	4	-	**	**	**	**	**	4	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	-%	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
UK Mail	**4**	4	2	4	4	-	4	4	-	**	**	**	**	**	4	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*1%*	-%	*%*	*%*	-%	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
DPD	**4**	4	4	4	4	2	2	4	-	**	**	**	**	**	4	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	-%	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
DHL	**4**	4	2	4	2	2	2	2	2	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*3%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
									a													
Amazon	**3**	3	-	3	-	-	-	3	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	-%	*%*	-%	-%	-%	*%*	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Neo Post	**3**	3	3	3	2	2	1	2	1	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*1%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
TNT Express	**2**	-	2	2	-	-	-	2	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	-%	*%*	*%*	-%	-%	-%	*%*	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcels to go	**2**	2	-	2	2	-	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	-%	*%*	*%*	-%	*%*	*%*	-%	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Hermes	**2**	2	2	2	2	*	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	**2**	2	-	2	-	-	2	2	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	-%	*%*	-%	-%	*%*	*%*	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
DX	**1**	1	1	1	*	-	1	1	1	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	-%	*%*	*%*	*1%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
									a													
Postal Sort	**1**	1	1	1	-	*	1	1	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	-%	*%*	*%*	*%*	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
FedEx	**1**	1	1	1	1	-	1	1	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	-%	*%*	*%*	-%	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Pitney Bowes	*	*	*	*	-	*	*	*	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	-%	*%*	*%*	*%*	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
UPS	*	*	*	*	*	*	*	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
First Post	*	*	*	*	-	*	*	*	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	-%	*%*	*%*	*%*	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 28 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1580**	1488	994	1580	613	517	1038	1377	98	45	44	10	6	-	580	15	10	6	1	1	-	2
Weighted total	**1501**	1381	862	1501	574	403	910	1372	71	27	22	4	4	-	554	11	5	3	*	*	-	1
Yodel	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Secured Mail	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
APC	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Local Courier	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
One Post	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
ENC	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fast Track	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Tuffnels	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Euro	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
UK / British Mail	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Priority Express	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Business Post	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1580**	1488	994	1580	613	517	1038	1377	98	45	44	10	6	-	580	15	10	6	1	1	-	2
Weighted total	**1501**	1381	862	1501	574	403	910	1372	71	27	22	4	4	-	554	11	5	3	*	*	-	1
Legal Post	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
AJG Parcels	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcel Line	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
DHS	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Collect Plus	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Interparcel	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Pallet Lines	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	**18**	18	9	18	8	7	9	18	*	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
NET: RM Only	**1450**	1333	834	1450	545	388	881	1325	68	**	**	**	**	**	525	**	**	**	**	**	**	**
	97%	*97%*	*97%*	*97%*	*95%*	*96%*	*97%* d	*97%*	*96%*	**	**	**	**	**	*95%*	**	**	**	**	**	**	**
NET: Provider other than RM only	**50**	48	28	50	29	15	29	47	3	**	**	**	**	**	29	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*5%* f	*4%*	*3%*	*3%*	*4%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 28 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**1580**	399	378	441	350	12	191	136	151	129	6	346	30	232	1427	153
Weighted total	**1501**	476	388	421	201	14	201	123	128	117	4	372	20	175	1353	148
Royal Mail	**1450**	458	379	406	192	**	197	118	120	106	**	349	**	175	1352	98
	97%	*96%*	*98%*	*96%*	*95%*	**	*98%* d	*95%*	*94%*	*91%*	**	*94%* b	**	*100%* **ab**	*100%* b	*66%*
Parcelforce	**4**	3	-	-	2	**	2	-	-	2	**	4	**	-	-	4
	***%**	*1%*	-%	-%	*1%*	**	*1%*	-%	-%	*1%*	**	*1%*	**	-%	-%	*3%* a
UK Mail	**4**	2	-	-	2	**	-	-	2	2	**	4	**	-	-	4
	***%**	*%*	-%	-%	*1%* **bc**	**	-%	-%	*1%*	*2%*	**	*1%*	**	-%	-%	*3%* a
DPD	**4**	-	-	4	-	**	-	-	-	4	**	4	**	-	-	4
	***%**	-%	-%	*1%*	-%	**	-%	-%	-%	*3%* **abc**	**	*1%*	**	-%	-%	*3%* a
DHL	**4**	2	-	-	2	**	-	-	-	2	**	*	**	-	-	4
	***%**	*%*	-%	-%	*1%* c	**	-%	-%	-%	*2%*	**	*%*	** **ac**	-%	-%	*3%* a
Amazon	**3**	-	3	-	-	**	-	-	-	-	**	-	**	-	-	3
	***%**	-%	*1%*	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	*2%* a
Neo Post	**3**	*	-	2	1	**	*	-	2	-	**	2	**	-	-	3
	***%**	*%*	-%	*%	*%	**	*%	-%	*1%*	-%	**	*1%*	**	-%	-%	*2%* a
TNT Express	**2**	2	-	-	-	**	-	-	-	-	**	-	**	-	-	2
	***%**	*%*	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	*1%* a
Parcels to go	**2**	2	-	-	-	**	-	2	-	-	**	2	**	-	-	2
	***%**	*%*	-%	-%	-%	**	-%	*2%*	-%	-%	**	*1%*	**	-%	-%	*1%* a
Hermes	**2**	*	-	2	-	**	*	-	2	-	**	2	**	*	-	2
	***%**	*%*	-%	*%	-%	**	*%	-%	*1%*	-%	**	*%*	**	*%	-%	*1%* a
Interlink / Interlink Express / Direct	**2**	-	-	2	-	**	-	-	-	-	**	-	**	-	-	2
	***%**	-%	-%	*%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	*1%* a
DX	**1**	-	-	-	1	**	-	-	-	*	**	-	**	*	*	1
	***%**	-%	-%	-%	*1%*	**	-%	-%	-%	*%*	**	-%	**	*%	*%	*1%* a
Postal Sort	**1**	*	-	1	*	**	-	-	-	-	**	-	**	-	-	1
	***%**	*%*	-%	*%	*%*	**	-%	-%	-%	-%	**	-%	**	-%	-%	*1%* a
FedEx	**1**	-	-	*	1	**	-	-	-	1	**	1	**	-	-	1
	***%**	-%	-%	*%	*%*	**	-%	-%	-%	*1%*	**	*%*	**	-%	-%	*1%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 28 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**1580**	399	378	441	350	12	191	136	151	129	6	346	30	232	1427	153
Weighted total	**1501**	476	388	421	201	14	201	123	128	117	4	372	20	175	1353	148
Pitney Bowes	*	-	-	*	*	**	-	-	-	-	**	-	**	-	-	*
	*%	-%	-%	*%	*%	**	-%	-%	-%	-%	**	-%	**	-%	-%	*%
UPS	*	-	-	-	*	**	-	-	-	*	**	*	**	-	-	*
	*%	-%	-%	-%	*%	**	-%	-%	-%	*%	**	*%	**	-%	-%	*%
First Post	*	-	*	-	-	**	-	-	-	-	**	-	**	-	-	*
	*%	-%	*%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Yodel	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Secured Mail	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
APC	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Local Courier	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Eagle Couriers	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Lynx	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
One Post	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Wey Group International	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
ENC	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Fast Track	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Fastway Couriers	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Tuffnels	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

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Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 28 (continuation)

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Unweighted total	**1580**	399	378	441	350	12	191	136	151	129	6	346	30	232	1427	153
Weighted total	**1501**	476	388	421	201	14	201	123	128	117	4	372	20	175	1353	148
Euro	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Global Mailing	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Haynes	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Priority Express	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Business Post	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Legal Post	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcel Line	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
DHS	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Collect Plus	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Interparcel	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Securicor	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Citipost	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**1580**	399	378	441	350	12	191	136	151	129	6	346	30	232	1427	153
Weighted total	**1501**	476	388	421	201	14	201	123	128	117	4	372	20	175	1353	148
None	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Don't know	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Other answers	**18**	7	6	4	1	**	2	4	3	*	**	4	**	*	-	18
	1%	*1%*	*1%*	*1%*	**%*	**	*1%*	*3%*	*2%*	**%*	**	*1%*	**ac**	**%*	-%	*12%* a
NET: RM Only	**1450**	458	379	406	192	**	197	118	120	106	**	349	**	175	1352	98
	97%	*96%*	*98%*	*96%*	*95%*	**	*98%* d	*95%*	*94%*	*91%*	**	*94%* b	**	*100%* **ab**	*100%* b	*66%*
NET: Provider other than RM only	**50**	18	9	15	9	**	5	6	8	11	**	23	**	*	*	50
	3%	*4%*	*2%*	*4%*	*5%*	**	*2%*	*5%*	*6%*	*9%* a	**	*6%* c	**ac**	**%*	**%*	*34%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1580**	1525	55	431	182	1506	74	425	188	385	1397	211	2
Weighted total	**1501**	1450	50	390	184	1432	69	388	186	323	1288	145	1
Royal Mail	**1450**	1450	-	388	157	1432	18	386	158	307	1247	135	**
	97%	*100%*	*-%*	*99%*	*85%*	*100%*	*26%*	*99%*	*85%*	*95%*	*97%*	*93%*	**
		b		b		b		b			c		
Parcelforce	**4**	-	4	-	4	-	4	-	4	2	2	2	**
	***%**	*-%*	*9%*	*-%*	*2%*	*-%*	*6%*	*-%*	*2%*	*1%*	*%*	*1%*	**
			a		a		a		a			b	
UK Mail	**4**	-	4	-	4	-	4	-	4	-	4	-	**
	***%**	*-%*	*8%*	*-%*	*2%*	*-%*	*6%*	*-%*	*2%*	*-%*	*%*	*-%*	**
			a		a		a		a				
DPD	**4**	-	4	-	4	-	4	-	4	-	4	-	**
	***%**	*-%*	*8%*	*-%*	*2%*	*-%*	*6%*	*-%*	*2%*	*-%*	*%*	*-%*	**
			a		a		a		a				
DHL	**4**	-	4	-	2	-	4	-	2	2	4	2	**
	***%**	*-%*	*7%*	*-%*	*1%*	*-%*	*5%*	*-%*	*1%*	*1%*	*%*	*1%*	**
			a		a		a		a			b	
Amazon	**3**	-	3	-	-	-	3	-	-	3	-	-	**
	***%**	*-%*	*6%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*1%*	*-%*	*-%*	**
			a				a			b			
Neo Post	**3**	-	3	-	2	-	3	-	2	1	3	2	**
	***%**	*-%*	*5%*	*-%*	*1%*	*-%*	*4%*	*-%*	*1%*	*%*	*%*	*1%*	**
			a		a		a		a			b	
TNT Express	**2**	-	2	-	-	-	2	-	-	-	-	-	**
	***%**	*-%*	*4%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
			a				a						
Parcels to go	**2**	-	2	-	2	-	2	-	2	2	2	-	**
	***%**	*-%*	*4%*	*-%*	*1%*	*-%*	*3%*	*-%*	*1%*	*1%*	*%*	*-%*	**
			a		a		a		a				
Hermes	**2**	-	2	-	2	-	2	-	2	2	2	2	**
	***%**	*-%*	*4%*	*-%*	*1%*	*-%*	*3%*	*-%*	*1%*	*1%*	*%*	*1%*	**
			a		a		a		a			b	
Interlink / Interlink Express / Direct	**2**	-	2	-	-	-	2	-	-	-	2	-	**
	***%**	*-%*	*4%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	*-%*	*%*	*-%*	**
			a				a						
DX	**1**	-	1	-	*	-	1	-	*	1	1	*	**
	***%**	*-%*	*2%*	*-%*	*%*	*-%*	*2%*	*-%*	*%*	*%*	*%*	*%*	**
			a				a						
Postal Sort	**1**	-	1	-	-	-	1	-	-	-	1	-	**
	***%**	*-%*	*2%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*%*	*-%*	**
			a				a						
FedEx	**1**	-	1	-	1	-	1	-	1	1	*	*	**
	***%**	*-%*	*2%*	*-%*	*%*	*-%*	*1%*	*-%*	*%*	*%*	*%*	*%*	**
			a				a						

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1580**	1525	55	431	182	1506	74	425	188	385	1397	211	2
Weighted total	**1501**	1450	50	390	184	1432	69	388	186	323	1288	145	1
Pitney Bowes	*	-	*	-	-	-	*	-	-	*	*	-	**
	*%	-%	1%	-%	-%	-%	*%	-%	-%	*%	*%	-%	**
			a				a						
UPS	*	-	*	-	*	-	*	-	*	-	*	-	**
	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	**
First Post	*	-	*	-	-	-	*	-	-	-	*	-	**
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Secured Mail	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
APC	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
One Post	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Fastway Couriers	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Tuffnels	-	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1580**	1525	55	431	182	1506	74	425	188	385	1397	211	2
Weighted total	**1501**	1450	50	390	184	1432	69	388	186	323	1288	145	1
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Interparcel	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
None	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1580**	1525	55	431	182	1506	74	425	188	385	1397	211	2
Weighted total	**1501**	1450	50	390	184	1432	69	388	186	323	1288	145	1
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Other answers	**18**	-	18	2	6	-	18	2	6	3	16	2	**
	1%	*-%*	*35%* a	*1%*	*3%* a	*-%*	*26%* a	*1%*	*3%* a	*1%*	*1%*	*1%*	**
NET: RM Only	**1450**	1450	-	388	157	1432	18	386	158	307	1247	135	**
	97%	*100%* b	*-%*	*99%* b	*85%*	*100%* b	*26%*	*99%* b	*85%*	*95%*	*97%* c	*93%*	**
NET: Provider other than RM only	**50**	-	50	2	27	-	50	2	27	16	41	9	**
	3%	*-%*	*100%* a	*1%*	*15%* a	*-%*	*74%* a	*1%*	*15%* a	*5%*	*3%*	*7%* b	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1580	322	870	142	-	403	414	145	3	1441	957	514	1249	1041	38
Weighted total	1501	283	736	110	-	402	369	129	*	1336	835	472	1180	914	18
Royal Mail	1450	273	710	103	**	379	350	121	**	1330	830	470	1176	910	**
	97%	97%	96%	93%	**	94%	95%	94%	**	100%	99%	100%	100%	100%	**
Parcelforce	4	-	2	2	**	2	4	2	**	-	-	-	-	-	**
	*%	-%	*%	2%	**	1%	1%	1%	**	-%	-%	-%	-%	-%	**
				ab											
UK Mail	4	-	2	-	**	4	2	-	**	-	-	-	-	-	**
	*%	-%	*%	-%	**	1%	1%	-%	**	-%	-%	-%	-%	-%	**
DPD	4	-	4	-	**	4	-	-	**	-	-	-	-	-	**
	*%	-%	1%	-%	**	1%	-%	-%	**	-%	-%	-%	-%	-%	**
						b									
DHL	4	2	2	-	**	*	2	*	**	-	-	-	-	-	**
	*%	1%	*%	-%	**	*%	1%	*%	**	-%	-%	-%	-%	-%	**
Amazon	3	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Neo Post	3	1	3	2	**	-	2	2	**	2	2	-	2	2	**
	*%	*%	*%	2%	**	-%	1%	1%	**	*%	*%	-%	*%	*%	**
				b				a							
TNT Express	2	2	-	-	**	-	-	-	**	-	-	-	-	-	**
	*%	1%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
		b													
Parcels to go	2	-	-	-	**	2	2	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	1%	1%	-%	**	-%	-%	-%	-%	-%	**
Hermes	2	2	2	2	**	2	2	2	**	-	-	-	-	-	**
	*%	1%	*%	2%	**	*%	1%	1%	**	-%	-%	-%	-%	-%	**
				b											
Interlink / Interlink Express / Direct	2	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DX	1	1	1	-	**	*	*	-	**	1	1	*	1	1	**
	*%	*%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Postal Sort	1	-	1	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	*%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
FedEx	1	-	1	-	**	1	*	*	**	-	-	-	-	-	**
	*%	-%	*%	-%	**	*%	*%	*%	**	-%	-%	-%	-%	-%	**
Pitney Bowes	*	*	*	-	**	-	-	-	**	-	-	-	-	-	**
	*%	*%	*%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UPS	*	-	*	-	**	-	*	-	**	-	-	-	-	-	**
	*%	-%	*%	-%	**	-%	*%	-%	**	-%	-%	-%	-%	-%	**
First Post	*	-	*	-	**	-	-	-	**	-	-	-	-	-	**
	*%	-%	*%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1580	322	870	142	-	403	414	145	3	1441	957	514	1249	1041	38
Weighted total	1501	283	736	110	-	402	369	129	*	1336	835	472	1180	914	18
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Yodel	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Secured Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
APC	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Local Courier	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fastway Couriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Tuffnels	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	**1580**	322	870	142	-	403	414	145	3	1441	957	514	1249	1041	38
Weighted total	**1501**	283	736	110	-	402	369	129	*	1336	835	472	1180	914	18
Priority Express	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal Post	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Collect Plus	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Interparcel	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**18**	3	9	2	**	8	4	2	**	3	3	2	1	1	**
	1%	*1%*	*1%*	*2%*	**	*2%*	*1%*	*1%*	**	*%*	*%*	*%*	*%*	*%*	**
NET: RM Only	**1450**	273	710	103	**	379	350	121	**	1330	830	470	1176	910	**
	97%	*97%*	*96%*	*93%*	**	*94%*	*95%*	*94%*	**	*100%*	*99%*	*100%*	*100%*	*100%*	**
NET: Provider other than RM only	**50**	10	26	7	**	23	19	8	**	6	6	2	4	3	**
	3%	*3%*	*4%*	*7%*	**	*6%*	*5%*	*6%*	**	*%*	*1%*	*%*	*%*	*%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1580	379	274	285	73	78	1165	1003	73	13	25	8	1535	1346	1543	1288	1546
Weighted total	1501	346	245	271	75	72	1099	886	65	11	26	7	1450	1218	1457	1182	1465
Royal Mail	1450	324	230	255	71	67	1094	881	65	**	**	**	1401	1183	1407	1145	1414
	97%	94%	94%	94%	95%	92%	99%	99%	100%	**	**	**	97%	97%	97%	97%	97%
Parcelforce	4	4	2	2	2	2	-	-	-	**	**	**	4	2	4	4	4
	*%	1%	1%	1%	2%	2%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
UK Mail	4	2	2	2	-	-	-	-	-	**	**	**	4	2	4	4	4
	*%	1%	1%	1%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
DPD	4	4	-	2	-	-	-	-	-	**	**	**	4	2	4	4	4
	*%	1%	-%	1%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
DHL	4	2	2	2	-	-	-	-	-	**	**	**	4	2	4	2	4
	*%	1%	1%	1%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Amazon	3	-	-	-	-	-	-	-	-	**	**	**	3	-	3	-	3
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	-%	*%	-%	*%
Neo Post	3	2	2	-	-	2	2	2	-	**	**	**	3	1	3	1	3
	*%	1%	1%	-%	-%	3%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
						c											
TNT Express	2	-	-	-	-	-	-	-	-	**	**	**	2	-	2	2	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	-%	*%	*%	*%
Parcels to go	2	-	-	2	-	-	-	-	-	**	**	**	2	2	2	2	2
	*%	-%	-%	1%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Hermes	2	*	2	2	2	2	-	-	-	**	**	**	2	2	2	2	2
	*%	*%	1%	1%	2%	3%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
					a	a											
Interlink / Interlink Express / Direct	2	-	-	-	-	-	-	-	-	**	**	**	2	2	2	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	-%	*%
DX	1	*	-	*	-	*	1	1	-	**	**	**	1	1	1	1	1
	*%	*%	-%	*%	-%	*%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Postal Sort	1	-	-	-	-	-	-	-	-	**	**	**	1	1	1	*	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
FedEx	1	-	-	-	*	-	-	-	-	**	**	**	1	1	1	1	1
	*%	-%	-%	-%	*%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Pitney Bowes	*	-	-	-	-	-	-	-	-	**	**	**	*	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
UPS	*	-	-	-	-	-	-	-	-	**	**	**	*	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
First Post	*	-	-	-	-	-	-	-	-	**	**	**	*	*	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
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Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**1580**	379	274	285	73	78	1165	1003	73	13	25	8	1535	1346	1543	1288	1546
Weighted total	**1501**	346	245	271	75	72	1099	886	65	11	26	7	1450	1218	1457	1182	1465
Yodel	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Secured Mail	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
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Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**1580**	379	274	285	73	78	1165	1003	73	13	25	8	1535	1346	1543	1288	1546
Weighted total	**1501**	346	245	271	75	72	1099	886	65	11	26	7	1450	1218	1457	1182	1465
Business Post	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Other answers	**18**	8	5	4	-	-	3	3	-	**	**	**	17	17	17	15	18
	1%	*2%*	*2%*	*1%*	-%	-%	**%*	**%*	-%	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
NET: RM Only	**1450**	324	230	255	71	67	1094	881	65	**	**	**	1401	1183	1407	1145	1414
	97%	*94%*	*94%*	*94%*	*95%*	*92%*	*99%*	*99%*	*100%*	**	**	**	*97%*	*97%*	*97%*	*97%*	*97%*
NET: Provider other than RM only	**50**	22	15	16	4	5	6	5	-	**	**	**	50	35	50	38	50
	3%	*6%*	*6%*	*6%*	*5%*	*8%*	*1%*	*1%*	-%	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**1580**	935	1523	379	12	1284	54	250	1282	274	14	75	255	188	1108	277
Weighted total	**1501**	860	1441	323	11	1204	61	246	1208	266	16	74	238	174	1070	254
Royal Mail	**1450**	828	1392	308	**	1200	60	245	1202	220	**	65	196	159	1045	243
	97%	*96%*	*97%*	*95%*	**	*100%*	*100%*	*100%*	*100%*	*83%*	**	*87%*	*83%*	*91%*	*98%* a	*96%* a
Parcelforce	**4**	2	4	1	**	-	-	-	-	4	**	2	3	1	2	2
	***%**	*%	*%	*%	**	-%	-%	-%	-%	*2%*	**	*2%*	*1%*	*%	*%	*1%*
UK Mail	**4**	2	4	-	**	-	-	-	-	4	**	-	4	-	4	-
	***%**	*%	*%	-%	**	-%	-%	-%	-%	*2%*	**	-%	*2%*	-%	*%	-%
DPD	**4**	2	4	-	**	-	-	-	-	4	**	-	4	2	2	-
	***%**	*%	*%	-%	**	-%	-%	-%	-%	*1%*	**	-%	*2%*	*1%* b	*%	-%
DHL	**4**	2	4	2	**	-	-	-	-	4	**	*	4	2	2	-
	***%**	*%	*%	*1%*	**	-%	-%	-%	-%	*1%*	**	*%	*2%*	*1%* b	*%	-%
Amazon	**3**	3	3	3	**	-	-	-	-	3	**	3	-	3	-	-
	***%**	*%	*%	*1%* b	**	-%	-%	-%	-%	*1%*	**	*4%* b	-%	*2%* **bc**	-%	-%
Neo Post	**3**	1	3	*	**	2	-	-	2	3	**	-	3	-	3	-
	***%**	*%	*%	*%	**	*%	-%	-%	*%	*1%*	**	-%	*1%*	-%	*%	-%
TNT Express	**2**	-	2	2	**	-	-	-	-	2	**	-	2	-	-	2
	***%**	-%	*%	*1%* a	**	-%	-%	-%	-%	*1%*	**	-%	*1%*	-%	-%	*1%* b
Parcels to go	**2**	2	2	-	**	-	-	-	-	2	**	2	-	2	-	-
	***%**	*%	*%	-%	**	-%	-%	-%	-%	*1%*	**	*3%* b	-%	*1%* b	-%	-%
Hermes	**2**	2	2	2	**	-	-	-	-	*	**	2	*	2	*	-
	***%**	*%	*%	*1%*	**	-%	-%	-%	-%	*%	**	*2%* b	*%	*1%* b	*%	-%
Interlink / Interlink Express / Direct	**2**	-	2	-	**	-	-	-	-	2	**	-	2	-	2	-
	***%**	-%	*%	-%	**	-%	-%	-%	-%	*1%*	**	-%	*1%*	-%	*%	-%
DX	**1**	1	1	-	**	1	-	-	1	1	**	*	1	-	1	-
	***%**	*%	*%	-%	**	*%	-%	-%	*%	*%	**	*%	*%	-%	*%	-%
Postal Sort	**1**	*	1	*	**	-	-	-	-	1	**	-	1	*	1	-
	***%**	*%	*%	*%	**	-%	-%	-%	-%	*%	**	-%	*%	*%	*%	-%
FedEx	**1**	1	1	*	**	-	-	-	-	1	**	-	1	1	-	*
	***%**	*%	*%	*%	**	-%	-%	-%	-%	*%	**	-%	*%	*% b	-%	*%
Pitney Bowes	*	*	*	-	**	-	-	-	-	*	**	-	*	-	*	*
	***%**	*%	*%	-%	**	-%	-%	-%	-%	*%	**	-%	*%	-%	*%	*%
UPS	*	-	*	-	**	-	-	-	-	*	**	-	*	-	*	-
	***%**	-%	*%	-%	**	-%	-%	-%	-%	*%	**	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 28 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1580	935	1523	379	12	1284	54	250	1282	274	14	75	255	188	1108	277
Weighted total	1501	860	1441	323	11	1204	61	246	1208	266	16	74	238	174	1070	254
First Post	*	-	*	-	**	-	-	-	-	*	**	-	*	-	*	-
	*%	-%	*%	-%	**	-%	-%	-%	-%	*%	**	-%	*%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Yodel	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
APC	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
One Post	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Fastway Couriers	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Tuffnels	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

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Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 28 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1580	935	1523	379	12	1284	54	250	1282	274	14	75	255	188	1108	277
Weighted total	1501	860	1441	323	11	1204	61	246	1208	266	16	74	238	174	1070	254
Global Mailing	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Haynes	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Business Post	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
DHS	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Securicor	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Citipost	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Pallet Lines	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
None	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Don't know	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%
Other answers	18	15	17	6	**	1	*	1	2	15	**	1	17	3	8	6
	1%	2%	1%	2%	**	*%	*%	*%	*%	6%	**	1%	7%	2%	1%	2%
													a			b
NET: RM Only	1450	828	1392	308	**	1200	60	245	1202	220	**	65	196	159	1045	243
	97%	96%	97%	95%	**	100%	100%	100%	100%	83%	**	87%	83%	91%	98%	96%
															a	a

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**1580**	935	1523	379	12	1284	54	250	1282	274	14	75	255	188	1108	277
Weighted total	**1501**	860	1441	323	11	1204	61	246	1208	266	16	74	238	174	1070	254
NET: Provider other than RM only	**50**	32	50	16	**	4	*	1	5	46	**	9	41	15	25	10
	3%	*4%*	*3%*	*5%*	**	*%*	*%*	*%*	*%*	*17%*	**	*13%*	*17%*	*9%*	*2%*	*4%*
														bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1580**	172	90	1300	908	672
Weighted total	**1501**	183	94	1214	858	643
Royal Mail	**1450**	164	91	1185	827	623
	97%	*90%*	*97%*	*98%* a	*96%*	*97%*
Parcelforce	**4**	4	-	*	4	-
	***%**	*2%* c	-%	*%	*1%*	-%
UK Mail	**4**	-	2	2	2	2
	***%**	-%	*2%* **ac**	*%	*%	*%
DPD	**4**	4	-	-	2	2
	***%**	*2%* c	-%	-%	*%	*%
DHL	**4**	2	-	2	4	*
	***%**	*1%* c	-%	*%	*%	*%
Amazon	**3**	-	-	3	-	3
	***%**	-%	-%	*%	-%	*% a
Neo Post	**3**	-	-	3	*	3
	***%**	-%	-%	*%	*%	*%
TNT Express	**2**	-	-	2	2	-
	***%**	-%	-%	*%	*%	-%
Parcels to go	**2**	2	-	-	2	-
	***%**	*1%* c	-%	-%	*%	-%
Hermes	**2**	2	*	-	2	*
	***%**	*1%* c	*%	-%	*%	*%
Interlink / Interlink Express / Direct	**2**	-	-	2	2	-
	***%**	-%	-%	*%	*%	-%
DX	**1**	-	-	1	1	1
	***%**	-%	-%	*%	*%	*%
Postal Sort	**1**	*	-	1	*	1
	***%**	*%	-%	*%	*%	*%
FedEx	**1**	*	1	-	*	1
	***%**	*%	*1%* c	-%	*%	*%
Pitney Bowes	*	-	-	*	*	-
	***%**	-%	-%	*%	*%	-%
UPS	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
First Post	*	*	-	-	-	*
	***%**	*%	-%	-%	-%	*%

Columns Tested: a,b,c - a,b

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

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Unweighted total	**1580**	172	90	1300	908	672
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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Yodel	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Secured Mail	**-** **-%**	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	**-** **-%**	- -%	- -%	- -%	- -%	- -%
APC	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Local Courier	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Eagle Couriers	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Lynx	**-** **-%**	- -%	- -%	- -%	- -%	- -%
One Post	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Wey Group International	**-** **-%**	- -%	- -%	- -%	- -%	- -%
ENC	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Fast Track	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Fastway Couriers	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Tuffnels	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Euro	**-** **-%**	- -%	- -%	- -%	- -%	- -%
UK / British Mail	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Freight - Better / Night	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Global Mailing	**-** **-%**	- -%	- -%	- -%	- -%	- -%
Haynes	**-** **-%**	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b

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Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1580**	172	90	1300	908	672
Weighted total	**1501**	183	94	1214	858	643
Priority Express	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
None	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other answers	**18**	4	*	13	10	8
	1%	*2%*	**%*	*1%*	*1%*	*1%*
NET: RM Only	**1450**	164	91	1185	827	623
	97%	*90%*	*97%*	*98%* a	*96%*	*97%*
NET: Provider other than RM only	**50**	19	3	29	31	19
	3%	*10%* c	*3%*	*2%*	*4%*	*3%*

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 28 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1580**	151	116	137	181	140	87	129	107	165	138	127	102
Weighted total	**1501**	130	130	126	161	146	85	97	105	172	130	134	85
Royal Mail	**1450**	126	122	122	158	140	82	92	100	166	130	129	83
	97%	*97%*	*94%*	*97%*	*98%*	*96%*	*96%*	*95%*	*96%*	*96%*	*100%*	*96%*	*97%*
											bcefghikl		
Parcelforce	**4**	-	1	*	-	2	-	-	2	-	-	-	-
	%	*-%*	**%*	**%*	*-%*	*1%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*
UK Mail	**4**	2	2	-	-	-	-	-	-	-	-	-	-
	%	*1%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
DPD	**4**	-	-	-	-	2	-	-	-	2	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
DHL	**4**	-	-	-	-	-	-	2	-	2	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*
Amazon	**3**	-	-	-	-	-	-	-	-	-	-	3	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*
												d	
Neo Post	**3**	-	-	-	1	-	-	*	-	2	-	-	*
	%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*	*-%*	**%*
TNT Express	**2**	-	-	-	-	2	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Parcels to go	**2**	-	-	-	-	-	-	-	-	-	-	-	2
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*
													di
Hermes	**2**	2	-	-	-	-	-	*	-	-	-	-	-
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*
Interlink / Interlink Express / Direct	**2**	-	-	-	-	-	2	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
							d						
DX	**1**	-	-	-	-	1	-	-	1	-	-	*	-
	%	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*
Postal Sort	**1**	*	-	*	-	-	1	-	-	-	*	-	-
	%	**%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*
FedEx	**1**	-	1	-	-	-	-	-	-	-	-	-	*
	%	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
Pitney Bowes	*	-	-	-	*	-	*	-	-	-	-	-	*
	%	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
UPS	*	-	-	-	*	-	-	-	-	-	-	-	-
	%	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
First Post	*	-	-	-	-	-	-	-	-	-	-	-	*
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
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Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 28 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1580**	151	116	137	181	140	87	129	107	165	138	127	102
Weighted total	**1501**	130	130	126	161	146	85	97	105	172	130	134	85
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1580**	151	116	137	181	140	87	129	107	165	138	127	102
Weighted total	**1501**	130	130	126	161	146	85	97	105	172	130	134	85
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	**18**	-	4	4	2	-	1	2	2	1	-	2	*
	1%	-%	*3%*	*3%*	*1%*	-%	*1%*	*3%*	*2%*	**%*	-%	*2%*	**%*
			aej	**aeij**									
NET: RM Only	**1450**	126	122	122	158	140	82	92	100	166	130	129	83
	97%	*97%*	*94%*	*97%*	*98%*	*96%*	*96%*	*95%*	*96%*	*96%*	*100%*	*96%*	*97%*
											bcefghikl		
NET: Provider other than RM only	**50**	4	7	4	3	6	3	5	4	6	*	5	3
	3%	*3%*	*6%*	*3%*	*2%*	*4%*	*4%*	*5%*	*4%*	*4%*	**%*	*4%*	*3%*
			j	j		j	j	j	j	j		j	j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1580**	404	408	401	367
Weighted total	**1501**	386	392	373	349
Royal Mail	**1450**	371	380	358	341
	97%	*96%*	*97%*	*96%*	*98%*
Parcelforce	**4**	1	2	2	-
	***%**	*%*	*%*	*%*	-%
UK Mail	**4**	4	-	-	-
	***%**	*1%*	-%	-%	-%
		bc			
DPD	**4**	-	2	2	-
	***%**	-%	*1%*	*%*	-%
DHL	**4**	-	-	4	-
	***%**	-%	-%	*1%*	-%
				ab	
Amazon	**3**	-	-	-	3
	***%**	-%	-%	-%	*1%*
Neo Post	**3**	-	1	2	*
	***%**	-%	*%*	*1%*	*%*
TNT Express	**2**	-	2	-	-
	***%**	-%	*1%*	-%	-%
Parcels to go	**2**	-	-	-	2
	***%**	-%	-%	-%	*1%*
Hermes	**2**	2	-	*	-
	***%**	*%*	-%	*%*	-%
Interlink / Interlink Express / Direct	**2**	-	2	-	-
	***%**	-%	*%*	-%	-%
DX	**1**	-	1	1	*
	***%**	-%	*%*	*%*	*%*
Postal Sort	**1**	*	1	-	*
	***%**	*%*	*%*	-%	*%*
FedEx	**1**	1	-	-	*
	***%**	*%*	-%	-%	*%*
Pitney Bowes	*	-	*	-	*
	***%**	-%	*%*	-%	*%*
UPS	*	-	*	-	-
	***%**	-%	*%*	-%	-%
First Post	*	-	-	-	*
	***%**	-%	-%	-%	*%*
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-
	-%	-%	-%	-%	-%
Yodel	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1580**	404	408	401	367
Weighted total	**1501**	386	392	373	349
Secured Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
APC	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-
	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-
	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-
	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1580**	404	408	401	367
Weighted total	**1501**	386	392	373	349
Parcel Line	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other answers	**18**	8	2	5	2
	1%	*2%*	*1%*	*1%*	*1%*
NET: RM Only	**1450**	371	380	358	341
	97%	*96%*	*97%*	*96%*	*98%*
NET: Provider other than RM only	**50**	16	12	15	8
	3%	*4%*	*3%*	*4%*	*2%*

Columns Tested: a,b,c,d

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**283**	173	64	27	19	-	110	43	46	21	12	47
Weighted total	**285**	271	7	4	3	-	14	71	59	27	11	24
Royal Mail	**91**	86	2	**	**	**	5	**	**	**	**	**
	32%	*32%*	*25%*	**	**	**	*34%*	**	**	**	**	**
DHL	**28**	26	1	**	**	**	1	**	**	**	**	**
	10%	*10%*	*11%*	**	**	**	*9%*	**	**	**	**	**
									a			a
DPD	**27**	26	1	**	**	**	1	**	**	**	**	**
	9%	*9%*	*10%*	**	**	**	*10%*	**	**	**	**	**
												b
Hermes	**24**	24	-	**	**	**	-	**	**	**	**	**
	8%	*9%*	*-%*	**	**	**	*-%*	**	**	**	**	**
		bf						**be**				
APC	**22**	22	*	**	**	**	*	**	**	**	**	**
	8%	*8%*	*5%*	**	**	**	*3%*	**	**	**	**	**
Parcelforce	**21**	21	*	**	**	**	*	**	**	**	**	**
	7%	*8%*	*4%*	**	**	**	*3%*	**	**	**	**	**
UPS	**12**	11	1	**	**	**	1	**	**	**	**	**
	4%	*4%*	*7%*	**	**	**	*7%*	**	**	**	**	**
TNT Express	**11**	10	1	**	**	**	1	**	**	**	**	**
	4%	*4%*	*12%*	**	**	**	*8%*	**	**	**	**	**
			a									
FedEx	**7**	6	1	**	**	**	1	**	**	**	**	**
	2%	*2%*	*12%*	**	**	**	*8%*	**	**	**	**	**
			a				a					a
UK Mail	**6**	6	*	**	**	**	*	**	**	**	**	**
	2%	*2%*	*3%*	**	**	**	*2%*	**	**	**	**	**
DX	**4**	4	*	**	**	**	*	**	**	**	**	**
	1%	*1%*	*1%*	**	**	**	*2%*	**	**	**	**	**
Interlink / Interlink Express / Direct	**2**	2	-	**	**	**	-	**	**	**	**	**
	1%	*1%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Pitney Bowes	**2**	2	-	**	**	**	-	**	**	**	**	**
	1%	*1%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Neo Post	**2**	2	-	**	**	**	-	**	**	**	**	**
	1%	*1%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Interparcel	**2**	2	-	**	**	**	-	**	**	**	**	**
	1%	*1%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Collect Plus	**1**	1	-	**	**	**	-	**	**	**	**	**
	%	*%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Fastway Couriers	**1**	*	*	**	**	**	*	**	**	**	**	**
	%	*%*	*1%*	**	**	**	*1%*	**	**	**	**	**
Priority Express	**1**	*	-	**	**	**	*	**	**	**	**	**
	%	*%*	*-%*	**	**	**	*1%*	**	**	**	**	**
Tuffnels	*	-	*	**	**	**	*	**	**	**	**	**
	%	*-%*	*3%*	**	**	**	*3%*	**	**	**	**	**
			a				a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	***e**	f	a	b	***c**	***d**	e
Unweighted total	**283**	173	64	27	19	-	110	43	46	21	12	47
Weighted total	**285**	271	7	4	3	-	14	71	59	27	11	24
Yodel	*	-	*	**	**	**	*	**	**	**	**	**
	***%**	-%	*1%*	**	**	**	*1%*	**	**	**	**	**
Local Courier	*	-	-	**	**	**	*	**	**	**	**	**
	***%**	-%	-%	**	**	**	*1%*	**	**	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Secured Mail	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
MHI (Mail Handling International)	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Eagle Couriers	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Lynx	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
First Post	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
One Post	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Wey Group International	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
ENC	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Fast Track	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Euro	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
UK / British Mail	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Freight - Better / Night	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Parcels to go	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Global Mailing	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Haynes	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Business Post	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

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Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**283**	173	64	27	19	-	110	43	46	21	12	47
Weighted total	**285**	271	7	4	3	-	14	71	59	27	11	24
Legal Post	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
AJG Parcels	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Parcel Line	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Coopers Carriers	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
DHS	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Securicor	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Citipost	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Pallet Lines	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Postal Sort	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Amazon	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
None	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Don't know	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Other answers	**22**	21	1	**	**	**	1	**	**	**	**	**
	8%	*8%*	*7%*	**	**	**	*7%*	**	**	**	**	**
									ae			
NET: RM Only	**91**	86	2	**	**	**	5	**	**	**	**	**
	32%	*32%*	*25%*	**	**	**	*34%*	**	**	**	**	**
NET: Provider other than RM only	**194**	185	6	**	**	**	9	**	**	**	**	**
	68%	*68%*	*75%*	**	**	**	*66%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
Unweighted total	283	28	16	36	5	15	41	20	17	26	204	27	27	25
Weighted total	285	35	24	39	8	22	58	20	18	31	256	12	8	9
Royal Mail	91	**	**	**	**	**	**	**	**	**	79	**	**	**
	32%	**	**	**	**	**	**	**	**	**	*31%*	**	**	**
DHL	28	**	**	**	**	**	**	**	**	**	24	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
DPD	27	**	**	**	**	**	**	**	**	**	26	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
Hermes	24	**	**	**	**	**	**	**	**	**	23	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
APC	22	**	**	**	**	**	**	**	**	**	21	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
Parcelforce	21	**	**	**	**	**	**	**	**	**	16	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
UPS	12	**	**	**	**	**	**	**	**	**	11	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
TNT Express	11	**	**	**	**	**	**	**	**	**	10	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
							cj							
FedEx	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
UK Mail	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
DX	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Interlink / Interlink Express / Direct	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Neo Post	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Interparcel	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Collect Plus	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Fastway Couriers	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Priority Express	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
Yodel	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
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QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
Unweighted total	283	28	16	36	5	15	41	20	17	26	204	27	27	25
Weighted total	285	35	24	39	8	22	58	20	18	31	256	12	8	9
Local Courier	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
One Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	*k	*l	*m
Unweighted total	283	28	16	36	5	15	41	20	17	26	204	27	27	25
Weighted total	285	35	24	39	8	22	58	20	18	31	256	12	8	9
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Pallet Lines	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Amazon	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	22	**	**	**	**	**	**	**	**	**	21	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
				f										
NET: RM Only	91	**	**	**	**	**	**	**	**	**	79	**	**	**
	32%	**	**	**	**	**	**	**	**	**	*31%*	**	**	**
NET: Provider other than RM only	194	**	**	**	**	**	**	**	**	**	177	**	**	**
	68%	**	**	**	**	**	**	**	**	**	*69%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	283	30	15	33	5	15	42	18	16	26	200	30	27	26
Weighted total	285	38	22	37	6	19	61	18	18	31	251	16	8	9
Royal Mail	91	**	**	**	**	**	**	**	**	**	79	**	**	**
	32%	**	**	**	**	**	**	**	**	**	31%	**	**	**
				j										
DHL	28	**	**	**	**	**	**	**	**	**	24	**	**	**
	10%	**	**	**	**	**	**	**	**	**	10%	**	**	**
				a										
DPD	27	**	**	**	**	**	**	**	**	**	26	**	**	**
	9%	**	**	**	**	**	**	**	**	**	10%	**	**	**
							ak							
Hermes	24	**	**	**	**	**	**	**	**	**	23	**	**	**
	8%	**	**	**	**	**	**	**	**	**	9%	**	**	**
							ak							
APC	22	**	**	**	**	**	**	**	**	**	21	**	**	**
	8%	**	**	**	**	**	**	**	**	**	8%	**	**	**
Parcelforce	21	**	**	**	**	**	**	**	**	**	16	**	**	**
	7%	**	**	**	**	**	**	**	**	**	6%	**	**	**
UPS	12	**	**	**	**	**	**	**	**	**	11	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
TNT Express	11	**	**	**	**	**	**	**	**	**	10	**	**	**
	4%	**	**	**	**	**	**	**	**	**	4%	**	**	**
FedEx	7	**	**	**	**	**	**	**	**	**	7	**	**	**
	2%	**	**	**	**	**	**	**	**	**	3%	**	**	**
UK Mail	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	2%	**	**	**	**	**	**	**	**	**	2%	**	**	**
DX	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	1%	**	**	**	**	**	**	**	**	**	2%	**	**	**
Interlink / Interlink Express / Direct	2	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
												cfj		
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Neo Post	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Interparcel	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	1%	**	**	**
Collect Plus	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fastway Couriers	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Priority Express	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	GOR (sample)												
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Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	283	30	15	33	5	15	42	18	16	26	200	30	27	26
Weighted total	285	38	22	37	6	19	61	18	18	31	251	16	8	9
Yodel	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Local Courier	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
One Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	283	30	15	33	5	15	42	18	16	26	200	30	27	26
Weighted total	285	38	22	37	6	19	61	18	18	31	251	16	8	9
Legal Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Pallet Lines	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Amazon	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	22	**	**	**	**	**	**	**	**	**	19	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
		f										f		
NET: RM Only	91	**	**	**	**	**	**	**	**	**	79	**	**	**
	32%	**	**	**	**	**	**	**	**	**	*31%*	**	**	**
				j										
NET: Provider other than RM only	194	**	**	**	**	**	**	**	**	**	172	**	**	**
	68%	**	**	**	**	**	**	**	**	**	*69%*	**	**	**
											c			

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	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	283	2	63	6	18	113	2	4	72	216	67	262	21	280	3
Weighted total	285	*	63	2	14	145	*	4	54	233	52	268	17	280	5
Royal Mail	91	**	19	**	**	40	**	**	26	69	22	89	**	89	**
	32%	**	31%	**	**	27%	**	**	49%	30%	42%	33%	**	32%	**
									be						
DHL	28	**	5	**	**	13	**	**	6	22	5	28	**	28	**
	10%	**	8%	**	**	9%	**	**	12%	10%	10%	10%	**	10%	**
DPD	27	**	6	**	**	17	**	**	4	20	7	23	**	27	**
	9%	**	10%	**	**	12%	**	**	7%	9%	13%	9%	**	10%	**
Hermes	24	**	2	**	**	18	**	**	4	21	2	24	**	24	**
	8%	**	3%	**	**	12%	**	**	7%	9%	5%	9%	**	8%	**
						b									
APC	22	**	8	**	**	10	**	**	4	22	*	22	**	22	**
	8%	**	13%	**	**	7%	**	**	7%	10%	*%	8%	**	8%	**
										b					
Parcelforce	21	**	2	**	**	9	**	**	6	17	4	17	**	21	**
	7%	**	4%	**	**	6%	**	**	11%	7%	7%	6%	**	7%	**
UPS	12	**	1	**	**	9	**	**	*	10	2	10	**	12	**
	4%	**	1%	**	**	6%	**	**	*%	4%	5%	4%	**	4%	**
TNT Express	11	**	1	**	**	6	**	**	2	10	1	11	**	8	**
	4%	**	1%	**	**	4%	**	**	4%	4%	1%	4%	**	3%	**
FedEx	7	**	6	**	**	1	**	**	*	7	*	7	**	7	**
	2%	**	10%	**	**	*%	**	**	*%	3%	*%	3%	**	3%	**
			eh												
UK Mail	6	**	*	**	**	6	**	**	*	6	*	6	**	6	**
	2%	**	*%	**	**	4%	**	**	*%	2%	1%	2%	**	2%	**
DX	4	**	-	**	**	4	**	**	*	4	-	4	**	4	**
	1%	**	-%	**	**	3%	**	**	1%	2%	-%	2%	**	1%	**
Interlink / Interlink Express / Direct	2	**	-	**	**	2	**	**	-	-	2	-	**	2	**
	1%	**	-%	**	**	1%	**	**	-%	-%	4%	-%	**	1%	**
											a				
Pitney Bowes	2	**	-	**	**	2	**	**	-	-	2	2	**	2	**
	1%	**	-%	**	**	1%	**	**	-%	-%	4%	1%	**	1%	**
											a				
Neo Post	2	**	-	**	**	2	**	**	-	2	-	2	**	2	**
	1%	**	-%	**	**	1%	**	**	-%	1%	-%	1%	**	1%	**
Interparcel	2	**	2	**	**	-	**	**	-	-	2	2	**	2	**
	1%	**	3%	**	**	-%	**	**	-%	-%	4%	1%	**	1%	**
											a				
Collect Plus	1	**	-	**	**	1	**	**	-	1	-	1	**	1	**
	*%	**	-%	**	**	*%	**	**	-%	*%	-%	*%	**	*%	**
Fastway Couriers	1	**	*	**	**	-	**	**	-	*	*	1	**	1	**
	*%	**	1%	**	**	-%	**	**	-%	*%	*%	*%	**	*%	**
Priority Express	1	**	-	**	**	-	**	**	1	1	-	*	**	1	**
	*%	**	-%	**	**	-%	**	**	1%	*%	-%	*%	**	*%	**

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	TOTAL	Industry								Urbanity		Location		Internet connection	
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Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	283	2	63	6	18	113	2	4	72	216	67	262	21	280	3
Weighted total	285	*	63	2	14	145	*	4	54	233	52	268	17	280	5
Tuffnels	*	**	*	**	**	-	**	**	-	*	*	*	**	*	**
	*%	**	*%	**	**	-%	**	**	-%	*%	*%	*%	**	*%	**
Yodel	*	**	-	**	**	*	**	**	-	-	*	-	**	*	**
	*%	**	-%	**	**	*%	**	**	-%	-%	*%	-%	**	*%	**
Local Courier	*	**	*	**	**	-	**	**	-	*	-	*	**	*	**
	*%	**	*%	**	**	-%	**	**	-%	*%	-%	*%	**	*%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Secured Mail	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
MHI (Mail Handling International)	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Eagle Couriers	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Lynx	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
First Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
One Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Wey Group International	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
ENC	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Fast Track	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Euro	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
UK / British Mail	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Freight - Better / Night	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Parcels to go	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Global Mailing	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Haynes	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

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Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	283	2	63	6	18	113	2	4	72	216	67	262	21	280	3
Weighted total	285	*	63	2	14	145	*	4	54	233	52	268	17	280	5
Business Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Legal Post	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
AJG Parcels	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Parcel Line	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Coopers Carriers	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
DHS	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Whistl (Previously known as TNT Post)	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Securicor	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Citipost	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Pallet Lines	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Postal Sort	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Amazon	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
None	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Don't know	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Other answers	22	**	9	**	**	8	**	**	*	19	2	19	**	22	**
	8%	**	15%	**	**	6%	**	**	1%	8%	5%	7%	**	8%	**
			eh												
NET: RM Only	91	**	19	**	**	40	**	**	26	69	22	89	**	89	**
	32%	**	31%	**	**	27%	**	**	49%	30%	42%	33%	**	32%	**
									be						
NET: Provider other than RM only	194	**	43	**	**	106	**	**	27	164	30	180	**	191	**
	68%	**	69%	**	**	73%	**	**	51%	70%	58%	67%	**	68%	**
			h			h									

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	283	104	60	117	116	124	34	7	2	-	-	-	240	43	17	99	167
Weighted total	285	98	57	128	140	114	27	3	*	-	-	-	254	30	18	122	145
Royal Mail	91	31	17	43	45	35	**	**	**	**	**	**	81	**	**	40	45
	32%	32%	30%	33%	32%	31%	**	**	**	**	**	**	32%	**	**	33%	31%
DHL	28	17	3	8	18	9	**	**	**	**	**	**	27	**	**	18	9
	10%	18%	5%	6%	13%	8%	**	**	**	**	**	**	11%	**	**	15%	6%
		bc			cj								cj			c	
DPD	27	3	4	20	11	8	**	**	**	**	**	**	20	**	**	11	16
	9%	3%	7%	15%	8%	7%	**	**	**	**	**	**	8%	**	**	9%	11%
				a			abi							abi			
Hermes	24	10	6	8	16	6	**	**	**	**	**	**	22	**	**	10	8
	8%	10%	11%	6%	11%	5%	**	**	**	**	**	**	9%	**	**	8%	5%
APC	22	6	3	12	4	16	**	**	**	**	**	**	20	**	**	4	18
	8%	6%	5%	9%	3%	14%	**	**	**	**	**	**	8%	**	**	3%	12%
						a											b
Parcelforce	21	6	3	12	14	6	**	**	**	**	**	**	20	**	**	11	7
	7%	6%	5%	10%	10%	5%	**	**	**	**	**	**	8%	**	**	9%	5%
UPS	12	4	8	1	7	5	**	**	**	**	**	**	12	**	**	7	5
	4%	4%	14%	1%	5%	4%	**	**	**	**	**	**	5%	**	**	5%	4%
			ac														
TNT Express	11	3	2	5	2	6	**	**	**	**	**	**	8	**	**	*	9
	4%	3%	4%	4%	2%	5%	**	**	**	**	**	**	3%	**	**	*%	6%
																	b
FedEx	7	2	*	5	2	4	**	**	**	**	**	**	7	**	**	2	5
	2%	2%	1%	4%	2%	4%	**	**	**	**	**	**	3%	**	**	2%	3%
UK Mail	6	2	4	*	*	6	**	**	**	**	**	**	6	**	**	*	6
	2%	2%	6%	*%	*%	5%	**	**	**	**	**	**	2%	**	**	*%	4%
			c			a											b
DX	4	2	2	*	4	-	**	**	**	**	**	**	4	**	**	4	*
	1%	2%	4%	*%	3%	-%	**	**	**	**	**	**	2%	**	**	3%	*%
																c	
Interlink / Interlink Express / Direct	2	-	-	2	-	2	**	**	**	**	**	**	2	**	**	-	2
	1%	-%	-%	2%	-%	2%	**	**	**	**	**	**	1%	**	**	-%	1%
Pitney Bowes	2	2	-	-	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	2%	-%	-%	1%	-%	**	**	**	**	**	**	1%	**	**	2%	-%
Neo Post	2	-	-	2	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	-%	-%	1%	1%	-%	**	**	**	**	**	**	1%	**	**	2%	-%
Interparcel	2	-	-	2	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	-%	-%	1%	1%	-%	**	**	**	**	**	**	1%	**	**	2%	-%
Collect Plus	1	1	1	-	1	-	**	**	**	**	**	**	1	**	**	1	-
	*%	1%	1%	-%	1%	-%	**	**	**	**	**	**	*%	**	**	1%	-%
Fastway Couriers	1	1	-	-	*	*	**	**	**	**	**	**	1	**	**	*	*
	*%	1%	-%	-%	*%	*%	**	**	**	**	**	**	*%	**	**	*%	*%
Priority Express	1	*	-	*	*	*	**	**	**	**	**	**	1	**	**	*	*
	*%	*%	-%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	*%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**283**	104	60	117	116	124	34	7	2	-	-	-	240	43	17	99	167
Weighted total	**285**	98	57	128	140	114	27	3	*	-	-	-	254	30	18	122	145
Tuffnels	*	*	-	*	-	*	**	**	**	**	**	**	*	**	**	-	*
	*%	*%	-%	*%	-%	*%	**	**	**	**	**	**	*%	**	**	-%	*%
Yodel	*	-	-	*	-	-	**	**	**	**	**	**	-	**	**	-	*
	*%	-%	-%	*%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	*%
Local Courier	*	-	-	-	*	-	**	**	**	**	**	**	*	**	**	*	-
	*%	-%	-%	-%	*%	-%	**	**	**	**	**	**	*%	**	**	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Secured Mail	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Eagle Couriers	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Lynx	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
First Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
One Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Wey Group International	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
ENC	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Fast Track	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Euro	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
UK / British Mail	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Freight - Better / Night	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Parcels to go	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Global Mailing	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Haynes	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**283**	104	60	117	116	124	34	7	2	-	-	-	240	43	17	99	167
Weighted total	**285**	98	57	128	140	114	27	3	*	-	-	-	254	30	18	122	145
Business Post	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Legal Post	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
AJG Parcels	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Parcel Line	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
DHS	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Securicor	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Citipost	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Pallet Lines	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Postal Sort	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Amazon	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
None	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Don't know	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Other answers	**22**	8	5	9	8	10	**	**	**	**	**	**	17	**	**	8	14
	8%	*8%*	*9%*	*7%*	*5%*	*9%*	**	**	**	**	**	**	*7%*	**	**	*6%*	*10%*
							a										
NET: RM Only	**91**	31	17	43	45	35	**	**	**	**	**	**	81	**	**	40	45
	32%	*32%*	*30%*	*33%*	*32%*	*31%*	**	**	**	**	**	**	*32%*	**	**	*33%*	*31%*
NET: Provider other than RM only	**194**	66	40	86	95	79	**	**	**	**	**	**	174	**	**	82	99
	68%	*68%*	*70%*	*67%*	*68%*	*69%*	**	**	**	**	**	**	*68%*	**	**	*67%*	*69%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**283**	209	203	239	283	116	218	199	15	8	12	2	3	-	262	8	8	3	1	1	-	2
Weighted total	**285**	187	190	233	285	96	199	216	4	5	6	*	1	-	267	8	6	2	*	*	-	1
Royal Mail	**91**	58	65	73	91	38	65	63	**	**	**	**	**	**	85	**	**	**	**	**	**	**
	32%	*31%*	*34%*	*31%*	*32%*	*40%*	*33%*	*29%*	**	**	**	**	**	**	*32%*	**	**	**	**	**	**	**
DHL	**28**	17	17	21	28	6	19	21	**	**	**	**	**	**	27	**	**	**	**	**	**	**
	10%	*9%*	*9%*	*9%*	*10%*	*6%*	*10%*	*10%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
DPD	**27**	15	19	20	27	8	19	18	**	**	**	**	**	**	23	**	**	**	**	**	**	**
	9%	*8%*	*10%*	*9%*	*9%*	*9%*	*9%*	*9%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
Hermes	**24**	14	12	20	24	6	14	18	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	8%	*8%*	*6%*	*9%*	*8%*	*6%*	*7%*	*8%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
APC	**22**	13	13	18	22	9	15	18	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	8%	*7%*	*7%*	*8%*	*8%*	*9%*	*7%*	*8%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
Parcelforce	**21**	18	12	20	21	3	10	19	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	7%	*10%*	*6%*	*9%*	*7%*	*3%*	*5%*	*9%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
		e																				
UPS	**12**	7	10	10	12	6	11	10	**	**	**	**	**	**	12	**	**	**	**	**	**	**
	4%	*4%*	*5%*	*4%*	*4%*	*6%*	*6%*	*5%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
TNT Express	**11**	5	8	8	11	5	11	7	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	4%	*3%*	*4%*	*3%*	*4%*	*5%*	*5%*	*3%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
FedEx	**7**	5	3	5	7	3	7	4	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	*3%*	*2%*	*2%*	*2%*	*3%*	*4%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
UK Mail	**6**	4	6	6	6	2	6	6	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*3%*	*2%*	*2%*	*3%*	*3%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
DX	**4**	4	2	4	4	*	2	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*2%*	*1%*	*2%*	*1%*	*%*	*1%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	**2**	2	2	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Pitney Bowes	**2**	-	-	-	2	-	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Neo Post	**2**	2	2	2	2	2	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
						f																
Interparcel	**2**	2	2	2	2	2	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Collect Plus	**1**	1	1	1	1	1	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*1%*	*%*	*%*	*%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Fastway Couriers	**1**	*	*	*	1	*	1	*	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Priority Express	**1**	1	1	1	1	-	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Tuffnels	*	*	*	*	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Yodel	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**283**	209	203	239	283	116	218	199	15	8	12	2	3	-	262	8	8	3	1	1	-	2
Weighted total	**285**	187	190	233	285	96	199	216	4	5	6	*	1	-	267	8	6	2	*	*	-	1
Local Courier	*	-	-	-	*	-	-	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	*%	-%	-%	-%	*%	-%	-%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Secured Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Eagle Couriers	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
First Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
One Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
ENC	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fast Track	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Euro	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
UK / British Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Freight - Better / Night	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcels to go	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Business Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Legal Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**283**	209	203	239	283	116	218	199	15	8	12	2	3	-	262	8	8	3	1	1	-	2
Weighted total	**285**	187	190	233	285	96	199	216	4	5	6	*	1	-	267	8	6	2	*	*	-	1
AJG Parcels	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcel Line	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Coopers Carriers	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
DHS	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Pallet Lines	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Postal Sort	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Amazon	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	**22**	19	15	19	22	5	13	19	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	8%	*10%*	*8%*	*8%*	*8%*	*5%*	*7%*	*9%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
NET: RM Only	**91**	58	65	73	91	38	65	63	**	**	**	**	**	**	85	**	**	**	**	**	**	**
	32%	*31%*	*34%*	*31%*	*32%*	*40%*	*33%*	*29%*	**	**	**	**	**	**	*32%*	**	**	**	**	**	**	**
NET: Provider other than RM only	**194**	130	125	160	194	58	134	153	**	**	**	**	**	**	183	**	**	**	**	**	**	**
	68%	*69%*	*66%*	*69%*	*68%*	*60%*	*67%*	*71%*	**	**	**	**	**	**	*68%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	283	34	43	86	72	4	67	53	91	67	5	204	12	65	161	122
Weighted total	285	44	42	100	42	4	82	47	93	60	4	226	11	46	156	129
Royal Mail	91	**	**	28	21	**	29	18	29	14	**	67	**	18	85	6
	32%	**	**	28%	49%	**	35%	39%	31%	23%	**	30%	**	40%	54%	5%
					ac										b	
DHL	28	**	**	9	1	**	16	3	7	1	**	19	**	8	14	14
	10%	**	**	9%	2%	**	20%	7%	8%	1%	**	8%	**	18%	9%	11%
		d	d				cd							a		
DPD	27	**	**	6	9	**	2	-	10	13	**	22	**	3	8	19
	9%	**	**	6%	22%	**	2%	-%	11%	21%	**	10%	**	6%	5%	15%
					abc				ab	ab						a
Hermes	24	**	**	6	4	**	12	2	3	7	**	20	**	4	12	12
	8%	**	**	6%	9%	**	14%	4%	3%	12%	**	9%	**	9%	8%	9%
		c					c			c						
APC	22	**	**	8	1	**	2	3	12	6	**	22	**	-	5	18
	8%	**	**	8%	2%	**	3%	6%	13%	10%	**	10%	**	-%	3%	14%
		d							a			c				a
Parcelforce	21	**	**	9	2	**	12	1	5	3	**	13	**	8	17	4
	7%	**	**	9%	6%	**	14%	1%	6%	5%	**	6%	**	17%	11%	3%
							b							a	b	
UPS	12	**	**	7	*	**	2	2	3	4	**	10	**	2	5	8
	4%	**	**	7%	1%	**	3%	5%	4%	7%	**	4%	**	5%	3%	6%
TNT Express	11	**	**	3	*	**	-	7	1	3	**	10	**	1	*	11
	4%	**	**	3%	1%	**	-%	16%	1%	4%	**	4%	**	1%	*%	8%
			d					acd								a
FedEx	7	**	**	*	3	**	*	*	4	2	**	7	**	*	3	4
	2%	**	**	*%	7%	**	*%	1%	4%	4%	**	3%	**	*%	2%	3%
					c											
UK Mail	6	**	**	2	*	**	2	*	2	2	**	6	**	*	2	4
	2%	**	**	2%	*%	**	3%	*%	2%	3%	**	3%	**	*%	1%	3%
DX	4	**	**	2	*	**	2	-	2	*	**	2	**	*	*	4
	1%	**	**	2%	1%	**	2%	-%	2%	*%	**	1%	**	1%	*%	3%
																a
Interlink / Interlink Express / Direct	2	**	**	2	-	**	-	-	2	-	**	2	**	-	2	-
	1%	**	**	2%	-%	**	-%	-%	2%	-%	**	1%	**	-%	1%	-%
Pitney Bowes	2	**	**	-	-	**	2	-	-	-	**	-	**	-	-	2
	1%	**	**	-%	-%	**	2%	-%	-%	-%	**	-%	**	-%	-%	1%
Neo Post	2	**	**	2	-	**	-	-	2	-	**	2	**	-	-	2
	1%	**	**	2%	-%	**	-%	-%	2%	-%	**	1%	**	-%	-%	1%
Interparcel	2	**	**	2	-	**	-	-	2	-	**	2	**	-	-	2
	1%	**	**	2%	-%	**	-%	-%	2%	-%	**	1%	**	-%	-%	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**283**	34	43	86	72	4	67	53	91	67	5	204	12	65	161	122
Weighted total	**285**	44	42	100	42	4	82	47	93	60	4	226	11	46	156	129
Collect Plus	**1**	**	**	1	-	**	1	1	-	-	**	1	**	1	1	1
	***%**	**	**	*1%*	-%	**	*1%*	*1%*	-%	-%	**	***%**	**	*1%*	***%**	***%**
Fastway Couriers	**1**	**	**	-	*	**	-	*	*	-	**	*	**	*	*	*
	***%**	**	**	-%	***%**	**	-%	***%**	*1%*	-%	**	***%**	**	***%**	***%**	***%**
Priority Express	**1**	**	**	*	*	**	-	1	-	-	**	-	**	1	1	-
	***%**	**	**	***%**	***%**	**	-%	*1%*	-%	-%	**	-%	**	*1%*	***%**	-%
Tuffnels	*	**	**	*	-	**	*	-	-	*	**	*	**	-	*	-
	***%**	**	**	***%**	-%	**	***%**	-%	-%	***%**	**	***%**	**	-%	***%**	-%
Yodel	*	**	**	-	*	**	-	-	-	*	**	*	**	-	-	*
	***%**	**	**	-%	***%**	**	-%	-%	-%	***%**	**	***%**	**	-%	-%	***%**
Local Courier	*	**	**	-	-	**	*	-	-	-	**	-	**	-	-	*
	***%**	**	**	-%	-%	**	***%**	-%	-%	-%	**	-%	**	-%	-%	***%**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Secured Mail	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
MHI (Mail Handling International)	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Eagle Couriers	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Lynx	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
First Post	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
One Post	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Wey Group International	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
ENC	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Fast Track	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Euro	-	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**283**	34	43	86	72	4	67	53	91	67	5	204	12	65	161	122
Weighted total	**285**	44	42	100	42	4	82	47	93	60	4	226	11	46	156	129
UK / British Mail	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Freight - Better / Night	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcels to go	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Global Mailing	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Haynes	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Business Post	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Legal Post	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
AJG Parcels	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcel Line	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Coopers Carriers	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
DHS	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Securicor	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Citipost	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Pallet Lines	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Postal Sort	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Amazon	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
None	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**283**	34	43	86	72	4	67	53	91	67	5	204	12	65	161	122
Weighted total	**285**	44	42	100	42	4	82	47	93	60	4	226	11	46	156	129
Don't know	**-**	**	**	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	**	**	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Other answers	**22**	**	**	13	*	**	*	8	9	5	**	21	**	*	2	19
	8%	**	**	*13%*	*1%*	**	**%*	*17%*	*9%*	*8%*	**	*9%*	**	*1%*	*2%*	*15%*
			d	d				a	a	a		c				a
NET: RM Only	**91**	**	**	28	21	**	29	18	29	14	**	67	**	18	85	6
	32%	**	**	*28%*	*49%*	**	*35%*	*39%*	*31%*	*23%*	**	*30%*	**	*40%*	*54%*	*5%*
					ac										b	
NET: Provider other than RM only	**194**	**	**	72	22	**	53	28	64	46	**	159	**	28	71	123
	68%	**	**	*72%*	*51%*	**	*65%*	*61%*	*69%*	*77%*	**	*70%*	**	*60%*	*46%*	*95%*
		d		d												a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**283**	232	7	92	191	217	22	83	200	80	185	52	-
Weighted total	**285**	228	5	91	194	214	18	85	200	66	165	39	-
Royal Mail	**91**	71	**	91	-	71	**	77	14	17	51	11	**
	32%	*31%*	**	*100%* b	*-%*	*33%*	**	*90%* b	*7%*	*26%*	*31%*	*28%*	**
DHL	**28**	21	**	-	28	19	**	-	28	4	14	7	**
	10%	*9%*	**	*-%*	*14%* a	*9%*	**	*-%*	*14%* a	*6%*	*9%*	*17%*	**
DPD	**27**	20	**	-	27	16	**	2	25	4	13	1	**
	9%	*9%*	**	*-%*	*14%* a	*8%*	**	*2%*	*13%* a	*7%*	*8%*	*2%*	**
Hermes	**24**	20	**	-	24	18	**	2	22	6	12	4	**
	8%	*9%*	**	*-%*	*12%* a	*8%*	**	*2%*	*11%* a	*10%*	*7%*	*10%*	**
APC	**22**	18	**	-	22	17	**	-	22	8	13	3	**
	8%	*8%*	**	*-%*	*12%* a	*8%*	**	*-%*	*11%* a	*12%*	*8%*	*7%*	**
Parcelforce	**21**	20	**	-	21	18	**	2	19	10	16	2	**
	7%	*9%*	**	*-%*	*11%* a	*9%*	**	*3%*	*9%* a	*15%*	*9%*	*5%*	**
UPS	**12**	10	**	-	12	10	**	1	12	2	7	*	**
	4%	*5%*	**	*-%*	*6%* a	*5%*	**	*1%*	*6%*	*4%*	*4%*	*1%*	**
TNT Express	**11**	8	**	-	11	8	**	-	11	4	3	5	**
	4%	*3%*	**	*-%*	*6%* a	*4%*	**	*-%*	*5%* a	*7%* b	*2%*	*13%* b	**
FedEx	**7**	5	**	-	7	5	**	-	7	*	5	*	**
	2%	*2%*	**	*-%*	*4%*	*2%*	**	*-%*	*4%*	**%*	*3%*	**%*	**
UK Mail	**6**	6	**	-	6	6	**	2	4	2	4	-	**
	2%	*3%*	**	*-%*	*3%*	*3%*	**	*2%*	*2%*	*3%*	*2%*	*-%*	**
DX	**4**	4	**	-	4	2	**	-	4	*	4	*	**
	1%	*2%*	**	*-%*	*2%*	*1%*	**	*-%*	*2%*	**%*	*3%*	**%*	**
Interlink / Interlink Express / Direct	**2**	2	**	-	2	2	**	-	2	-	2	-	**
	1%	*1%*	**	*-%*	*1%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	*-%*	**
Pitney Bowes	**2**	-	**	-	2	-	**	-	2	-	-	-	**
	1%	*-%*	**	*-%*	*1%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**
Neo Post	**2**	-	**	-	2	-	**	-	2	-	2	2	**
	1%	*-%*	**	*-%*	*1%*	*-%*	**	*-%*	*1%*	*-%*	*1%*	*5%*	**
Interparcel	**2**	2	**	-	2	2	**	-	2	2	2	-	**
	1%	*1%*	**	*-%*	*1%*	*1%*	**	*-%*	*1%*	*3%*	*1%*	*-%*	**
Collect Plus	**1**	1	**	-	1	1	**	-	1	1	1	-	**
	%	*1%*	**	*-%*	*1%*	*1%*	**	*-%*	*1%*	*1%*	*1%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

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Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**283**	232	7	92	191	217	22	83	200	80	185	52	-
Weighted total	**285**	228	5	91	194	214	18	85	200	66	165	39	-
Fastway Couriers	**1**	*	**	-	1	*	**	-	1	-	*	*	**
	***%**	*%	**	-%	*%	*%	**	-%	*%	-%	*%	*%	**
Priority Express	**1**	1	**	-	1	1	**	-	1	*	1	-	**
	***%**	*%	**	-%	*%	*%	**	-%	*%	*%	*%	-%	**
Tuffnels	*	*	**	-	*	*	**	-	*	-	*	-	**
	***%**	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%	**
Yodel	*	*	**	-	*	*	**	-	*	-	*	-	**
	***%**	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%	**
Local Courier	*	-	**	-	*	-	**	-	*	-	-	-	**
	***%**	-%	**	-%	*%	-%	**	-%	*%	-%	-%	-%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Secured Mail	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

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Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**283**	232	7	92	191	217	22	83	200	80	185	52	-
Weighted total	**285**	228	5	91	194	214	18	85	200	66	165	39	-
Parcels to go	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal Post	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Amazon	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**22**	19	**	-	22	19	**	-	22	5	16	4	**
	8%	*8%*	**	-%	*11%* a	*9%*	**	-%	*11%* a	*7%*	*9%*	*11%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**283**	232	7	92	191	217	22	83	200	80	185	52	-
Weighted total	**285**	228	5	91	194	214	18	85	200	66	165	39	-
NET: RM Only	**91**	71	**	91	-	71	**	77	14	17	51	11	**
	32%	*31%*	**	*100%* b	*-%*	*33%*	**	*90%* b	*7%*	*26%*	*31%*	*28%*	**
NET: Provider other than RM only	**194**	157	**	-	194	144	**	8	185	49	114	28	**
	68%	*69%*	**	*-%*	*100%* a	*67%*	**	*10%*	*93%* a	*74%*	*69%*	*72%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	283	80	169	46	-	209	173	90	3	208	202	196	194	162	11
Weighted total	285	72	154	32	-	216	162	93	*	187	190	196	178	151	3
Royal Mail	91	24	53	**	**	59	58	25	**	58	65	91	59	51	**
	32%	34%	35%	**	**	27%	36%	27%	**	31%	34%	46%	33%	33%	**
												ab			
DHL	28	7	11	**	**	17	12	13	**	17	17	12	12	13	**
	10%	10%	7%	**	**	8%	8%	14%	**	9%	9%	6%	7%	9%	**
DPD	27	7	16	**	**	23	13	8	**	15	19	15	14	16	**
	9%	10%	10%	**	**	11%	8%	9%	**	8%	10%	7%	8%	11%	**
Hermes	24	6	10	**	**	22	13	8	**	14	12	13	14	12	**
	8%	8%	6%	**	**	10%	8%	8%	**	8%	6%	7%	8%	8%	**
		c													
APC	22	7	10	**	**	20	12	9	**	13	13	15	11	13	**
	8%	10%	7%	**	**	9%	7%	10%	**	7%	7%	8%	6%	9%	**
Parcelforce	21	5	10	**	**	21	11	5	**	17	12	15	17	12	**
	7%	8%	6%	**	**	10%	7%	5%	**	9%	6%	8%	10%	8%	**
UPS	12	2	9	**	**	11	10	9	**	7	10	5	10	5	**
	4%	3%	6%	**	**	5%	6%	10%	**	4%	5%	2%	5%	3%	**
TNT Express	11	7	5	**	**	8	8	1	**	5	8	8	7	3	**
	4%	9%	3%	**	**	4%	5%	1%	**	3%	4%	4%	4%	2%	**
FedEx	7	*	3	**	**	4	5	3	**	5	3	3	3	5	**
	2%	*%	2%	**	**	2%	3%	3%	**	3%	2%	1%	2%	3%	**
UK Mail	6	2	6	**	**	6	2	2	**	4	6	6	4	4	**
	2%	3%	4%	**	**	3%	1%	2%	**	2%	3%	3%	2%	3%	**
DX	4	*	2	**	**	4	*	-	**	4	2	2	4	2	**
	1%	*%	1%	**	**	2%	*%	-%	**	2%	1%	1%	2%	1%	**
Interlink / Interlink Express / Direct	2	-	2	**	**	2	-	-	**	2	2	-	-	2	**
	1%	-%	1%	**	**	1%	-%	-%	**	1%	1%	-%	-%	1%	**
Pitney Bowes	2	-	-	**	**	-	2	-	**	-	-	-	-	-	**
	1%	-%	-%	**	**	-%	1%	-%	**	-%	-%	-%	-%	-%	**
Neo Post	2	-	2	**	**	-	2	2	**	2	2	-	2	2	**
	1%	-%	1%	**	**	-%	1%	2%	**	1%	1%	-%	1%	1%	**
				a				a							
Interparcel	2	-	2	**	**	2	-	-	**	2	2	-	2	-	**
	1%	-%	1%	**	**	1%	-%	-%	**	1%	1%	-%	1%	-%	**
Collect Plus	1	1	1	**	**	-	1	-	**	1	1	-	1	1	**
	*%	1%	*%	**	**	-%	1%	-%	**	1%	*%	-%	*%	1%	**
Fastway Couriers	1	*	-	**	**	1	*	-	**	*	*	*	*	*	**
	*%	*%	-%	**	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Priority Express	1	1	1	**	**	*	1	-	**	1	1	1	1	*	**
	*%	1%	*%	**	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Tuffnels	*	-	*	**	**	*	-	-	**	*	*	*	*	*	**
	*%	-%	*%	**	**	*%	-%	-%	**	*%	*%	*%	*%	*%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	283	80	169	46	-	209	173	90	3	208	202	196	194	162	11
Weighted total	285	72	154	32	-	216	162	93	*	187	190	196	178	151	3
Yodel	*	-	*	**	**	*	*	-	**	*	*	*	*	*	**
	*%	-%	*%	**	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Local Courier	*	-	-	**	**	*	-	-	**	-	-	*	-	-	**
	*%	-%	-%	**	**	*%	-%	-%	**	-%	-%	*%	-%	-%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Secured Mail	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcels to go	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**283**	80	169	46	-	209	173	90	3	208	202	196	194	162	11
Weighted total	**285**	72	154	32	-	216	162	93	*	187	190	196	178	151	3
Legal Post	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Amazon	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**-**	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**22**	3	13	**	**	15	11	8	**	19	15	11	18	10	**
	8%	*4%*	*8%*	**	**	*7%*	*7%*	*9%*	**	*10%*	*8%*	*5%*	*10%*	*6%*	**
NET: RM Only	**91**	24	53	**	**	59	58	25	**	58	65	91	59	51	**
	32%	*34%*	*35%*	**	**	*27%*	*36%*	*27%*	**	*31%*	*34%*	*46%* ab	*33%*	*33%*	**
NET: Provider other than RM only	**194**	48	101	**	**	156	104	68	**	129	125	105	119	101	**
	68%	*66%*	*65%*	**	**	*73%*	*64%*	*73%*	**	*69%* c	*66%* c	*54%*	*67%*	*67%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**283**	142	104	117	35	34	191	177	16	4	16	3	265	249	268	266	278
Weighted total	**285**	142	105	110	41	37	186	169	10	3	19	2	270	243	272	269	280
Royal Mail	**91**	52	44	49	**	**	56	61	**	**	**	**	90	73	90	84	91
	32%	*37%*	*42%*	*45%*	**	**	*30%*	*36%*	**	**	**	**	*33%*	*30%*	*33%*	*31%*	*32%*
DHL	**28**	8	2	12	**	**	10	16	**	**	**	**	25	25	25	25	25
	10%	*5%*	*2%*	*11%*	**	**	*5%*	*9%*	**	**	**	**	*9%*	*10%*	*9%*	*9%*	*9%*
				b													
DPD	**27**	14	12	7	**	**	18	17	**	**	**	**	25	22	27	27	25
	9%	*10%*	*12%*	*7%*	**	**	*10%*	*10%*	**	**	**	**	*9%*	*9%*	*10%*	*10%*	*9%*
Hermes	**24**	10	12	6	**	**	13	16	**	**	**	**	22	22	22	24	24
	8%	*7%*	*11%*	*6%*	**	**	*7%*	*9%*	**	**	**	**	*8%*	*9%*	*8%*	*9%*	*8%*
APC	**22**	14	10	7	**	**	18	14	**	**	**	**	20	20	20	22	22
	8%	*10%*	*10%*	*6%*	**	**	*10%*	*9%*	**	**	**	**	*8%*	*8%*	*8%*	*8%*	*8%*
Parcelforce	**21**	12	8	12	**	**	15	11	**	**	**	**	20	18	20	20	21
	7%	*8%*	*7%*	*11%*	**	**	*8%*	*7%*	**	**	**	**	*7%*	*8%*	*7%*	*8%*	*7%*
UPS	**12**	5	*	3	**	**	12	7	**	**	**	**	12	12	12	12	12
	4%	*3%*	*%*	*2%*	**	**	*6%*	*4%*	**	**	**	**	*5%*	*5%*	*5%*	*4%*	*4%*
					b												
TNT Express	**11**	5	5	4	**	**	8	3	**	**	**	**	11	8	11	11	11
	4%	*3%*	*5%*	*4%*	**	**	*4%*	*2%*	**	**	**	**	*4%*	*3%*	*4%*	*4%*	*4%*
FedEx	**7**	1	2	*	**	**	5	7	**	**	**	**	7	7	7	7	7
	2%	*1%*	*2%*	*%*	**	**	*3%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
UK Mail	**6**	6	2	2	**	**	6	4	**	**	**	**	6	6	6	6	6
	2%	*4%*	*2%*	*2%*	**	**	*3%*	*2%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
DX	**4**	2	-	*	**	**	4	2	**	**	**	**	2	2	2	4	4
	1%	*2%*	*-%*	*%*	**	**	*2%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*2%*	*1%*
Interlink / Interlink Express / Direct	**2**	-	2	-	**	**	-	2	**	**	**	**	2	2	2	2	2
	1%	*-%*	*2%*	*-%*	**	**	*-%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Pitney Bowes	**2**	-	2	-	**	**	-	-	**	**	**	**	2	2	2	2	2
	1%	*-%*	*2%*	*-%*	**	**	*-%*	*-%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Neo Post	**2**	2	2	-	**	**	2	2	**	**	**	**	2	-	2	-	2
	1%	*1%*	*2%*	*-%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*-%*	*1%*	*-%*	*1%*
						c											
Interparcel	**2**	2	-	2	**	**	2	-	**	**	**	**	2	2	2	2	2
	1%	*1%*	*-%*	*2%*	**	**	*1%*	*-%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Collect Plus	**1**	-	1	-	**	**	1	1	**	**	**	**	1	1	1	1	1
	%	*-%*	*1%*	*-%*	**	**	*%*	*1%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Fastway Couriers	**1**	*	*	*	**	**	*	1	**	**	**	**	1	1	1	1	1
	%	*%*	*%*	*%*	**	**	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Priority Express	**1**	-	-	-	**	**	1	*	**	**	**	**	1	1	1	1	1
	%	*-%*	*-%*	*-%*	**	**	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
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Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**283**	142	104	117	35	34	191	177	16	4	16	3	265	249	268	266	278
Weighted total	**285**	142	105	110	41	37	186	169	10	3	19	2	270	243	272	269	280
Tuffnels	*	*	-	*	**	**	*	*	**	**	**	**	*	*	*	*	*
	*%	*%	-%	*%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Yodel	*	-	*	*	**	**	*	*	**	**	**	**	*	*	*	*	*
	*%	-%	*%	*%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Local Courier	*	-	-	*	**	**	-	-	**	**	**	**	*	-	*	-	-
	*%	-%	-%	*%	**	**	-%	-%	**	**	**	**	*%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
First Post	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
One Post	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Parcels to go	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
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QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**283**	142	104	117	35	34	191	177	16	4	16	3	265	249	268	266	278
Weighted total	**285**	142	105	110	41	37	186	169	10	3	19	2	270	243	272	269	280
Haynes	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other answers	**22**	9	*	4	**	**	16	5	**	**	**	**	19	19	19	19	22
	8%	*6%*	**%*	*4%*	**	**	*8%*	*3%*	**	**	**	**	*7%*	*8%*	*7%*	*7%*	*8%*
		b			b	b	b										
NET: RM Only	**91**	52	44	49	**	**	56	61	**	**	**	**	90	73	90	84	91
	32%	*37%*	*42%*	*45%*	**	**	*30%*	*36%*	**	**	**	**	*33%*	*30%*	*33%*	*31%*	*32%*
NET: Provider other than RM only	**194**	90	61	61	**	**	130	109	**	**	**	**	181	170	183	185	190
	68%	*63%*	*58%*	*55%*	**	**	*70%*	*64%*	**	**	**	**	*67%*	*70%*	*67%*	*69%*	*68%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

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QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**283**	196	270	109	5	225	11	71	206	237	13	70	213	72	161	50
Weighted total	**285**	203	274	94	3	218	16	78	199	246	18	73	212	75	168	42
Royal Mail	**91**	62	88	28	**	72	**	25	66	79	**	18	73	30	48	**
	32%	*30%*	*32%*	*30%*	**	*33%*	**	*33%*	*33%*	*32%*	**	*24%*	*35%*	*41%*	*29%*	**
DHL	**28**	22	26	9	**	22	**	5	22	26	**	7	21	6	14	**
	10%	*11%*	*9%*	*9%*	**	*10%*	**	*7%*	*11%*	*10%*	**	*9%*	*10%*	*8%*	*8%*	**
DPD	**27**	19	27	7	**	21	**	6	16	22	**	10	17	11	12	**
	9%	*9%*	*10%*	*7%*	**	*9%*	**	*8%*	*8%*	*9%*	**	*14%*	*8%*	*15%*	*7%*	**
Hermes	**24**	16	24	10	**	14	**	11	12	24	**	9	14	8	14	**
	8%	*8%*	*9%*	*10%*	**	*6%*	**	*15%*	*6%*	*10%*	**	*13%*	*7%*	*10%*	*8%*	**
								b								
APC	**22**	14	22	4	**	15	**	10	12	20	**	7	15	4	13	**
	8%	*7%*	*8%*	*4%*	**	*7%*	**	*13%*	*6%*	*8%*	**	*10%*	*7%*	*6%*	*7%*	**
Parcelforce	**21**	20	20	6	**	16	**	4	16	16	**	6	14	5	15	**
	7%	*10%*	*7%*	*6%*	**	*7%*	**	*5%*	*8%*	*7%*	**	*9%*	*7%*	*6%*	*9%*	**
UPS	**12**	12	12	9	**	10	**	1	12	12	**	4	9	3	9	**
	4%	*6%*	*5%*	*10%*	**	*5%*	**	*1%*	*6%*	*5%*	**	*5%*	*4%*	*4%*	*5%*	**
TNT Express	**11**	5	11	3	**	11	**	2	8	11	**	1	10	2	6	**
	4%	*3%*	*4%*	*3%*	**	*5%*	**	*3%*	*4%*	*4%*	**	*1%*	*5%*	*3%*	*3%*	**
FedEx	**7**	5	7	2	**	7	**	*	7	5	**	*	7	*	7	**
	2%	*2%*	*3%*	*3%*	**	*3%*	**	*%*	*3%*	*2%*	**	*%*	*3%*	*%*	*4%*	**
UK Mail	**6**	6	6	6	**	6	**	2	4	6	**	*	6	2	2	**
	2%	*3%*	*2%*	*6%*	**	*3%*	**	*3%*	*2%*	*2%*	**	*%*	*3%*	*3%*	*1%*	**
				b												
DX	**4**	4	2	*	**	4	**	2	2	2	**	2	2	-	4	**
	1%	*2%*	*1%*	*%*	**	*2%*	**	*2%*	*1%*	*1%*	**	*3%*	*1%*	*-%*	*2%*	**
Interlink / Interlink Express / Direct	**2**	2	2	-	**	2	**	2	-	2	**	-	2	-	2	**
	1%	*1%*	*1%*	*-%*	**	*1%*	**	*2%*	*-%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	**
								b								
Pitney Bowes	**2**	2	2	2	**	-	**	-	-	2	**	-	2	-	-	**
	1%	*1%*	*1%*	*2%*	**	*-%*	**	*-%*	*-%*	*1%*	**	*-%*	*1%*	*-%*	*-%*	**
																b
Neo Post	**2**	-	2	-	**	2	**	-	2	2	**	-	2	-	2	**
	1%	*-%*	*1%*	*-%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	**
Interparcel	**2**	-	2	-	**	2	**	-	2	2	**	-	2	-	2	**
	1%	*-%*	*1%*	*-%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	**
Collect Plus	**1**	-	1	-	**	1	**	-	1	1	**	-	1	-	1	**
	****%***	*-%*	**%*	*-%*	**	**%*	**	*-%*	*1%*	**%*	**	*-%*	*1%*	*-%*	*1%*	**
Fastway Couriers	**1**	1	1	1	**	-	**	*	*	1	**	-	1	-	-	**
	****%***	**%*	**%*	*1%*	**	*-%*	**	**%*	**%*	**%*	**	*-%*	**%*	*-%*	*-%*	**
Priority Express	**1**	*	1	1	**	1	**	*	*	1	**	-	1	-	1	**
	****%***	**%*	**%*	*1%*	**	**%*	**	**%*	**%*	**%*	**	*-%*	**%*	*-%*	**%*	**

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Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**283**	196	270	109	5	225	11	71	206	237	13	70	213	72	161	50
Weighted total	**285**	203	274	94	3	218	16	78	199	246	18	73	212	75	168	42
Tuffnels	*	-	*	-	**	*	**	-	*	*	**	*	*	*	*	**
	*%	-%	*%	-%	**	*%	**	-%	*%	*%	**	*%	*%	*%	*%	**
Yodel	*	*	*	-	**	*	**	-	*	*	**	-	*	-	*	**
	*%	*%	*%	-%	**	*%	**	-%	*%	*%	**	-%	*%	-%	*%	**
Local Courier	*	-	*	-	**	-	**	-	*	*	**	-	*	-	-	**
	*%	-%	*%	-%	**	-%	**	-%	*%	*%	**	-%	*%	-%	-%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Secured Mail	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Eagle Couriers	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
First Post	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
One Post	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
ENC	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Euro	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Parcels to go	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Global Mailing	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**

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Haynes	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Business Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Legal Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
AJG Parcels	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Parcel Line	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
DHS	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Securicor	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Citipost	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Pallet Lines	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Postal Sort	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Amazon	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
None	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Don't know	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Other answers	**22**	15	19	8	**	14	**	6	15	14	**	8	14	2	17	**
	8%	*7%*	*7%*	*9%*	**	*6%*	**	*8%*	*8%*	*6%*	**	*11%*	*7%*	*3%*	*10%*	**
NET: RM Only	**91**	62	88	28	**	72	**	25	66	79	**	18	73	30	48	**
	32%	*30%*	*32%*	*30%*	**	*33%*	**	*33%*	*33%*	*32%*	**	*24%*	*35%*	*41%*	*29%*	**
NET: Provider other than RM only	**194**	142	186	66	**	146	**	52	134	167	**	55	139	44	120	**
	68%	*70%*	*68%*	*70%*	**	*67%*	**	*67%*	*67%*	*68%*	**	*76%*	*65%*	*59%*	*71%*	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**283**	110	28	143	158	125
Weighted total	**285**	120	26	134	144	141
Royal Mail	**91**	25	**	56	43	48
	32%	*21%*	**	*41%* a	*30%*	*34%*
DHL	**28**	15	**	13	15	13
	10%	*12%*	**	*9%*	*10%*	*9%*
DPD	**27**	11	**	13	8	19
	9%	*9%*	**	*9%*	*5%*	*14%* a
Hermes	**24**	10	**	10	14	9
	8%	*8%*	**	*7%*	*10%*	*7%*
APC	**22**	16	**	3	10	12
	8%	*13%* c	**	*2%*	*7%*	*9%*
Parcelforce	**21**	9	**	11	13	8
	7%	*8%*	**	*9%*	*9%*	*6%*
UPS	**12**	6	**	6	5	7
	4%	*5%*	**	*5%*	*4%*	*5%*
TNT Express	**11**	5	**	2	4	7
	4%	*4%*	**	*2%*	*2%*	*5%*
FedEx	**7**	5	**	2	5	3
	2%	*4%*	**	*2%*	*3%*	*2%*
UK Mail	**6**	4	**	2	2	4
	2%	*3%*	**	*2%*	*1%*	*3%*
DX	**4**	-	**	2	2	2
	1%	*-%*	**	*2%*	*2%*	*1%*
Interlink / Interlink Express / Direct	**2**	2	**	-	2	-
	1%	*2%*	**	*-%*	*1%*	*-%*
Pitney Bowes	**2**	-	**	2	2	-
	1%	*-%*	**	*1%*	*1%*	*-%*
Neo Post	**2**	-	**	2	-	2
	1%	*-%*	**	*1%*	*-%*	*1%*
Interparcel	**2**	2	**	-	2	-
	1%	*2%*	**	*-%*	*1%*	*-%*
Collect Plus	**1**	1	**	1	-	1
	****%***	**%*	**	**%*	*-%*	*1%*
Fastway Couriers	**1**	*	**	*	1	-
	****%***	**%*	**	**%*	**%*	*-%*
Priority Express	**1**	-	**	1	-	1
	****%***	*-%*	**	**%*	*-%*	**%*
Tuffnels	*	*	**	*	*	-
	****%***	**%*	**	**%*	**%*	*-%*

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**283**	110	28	143	158	125
Weighted total	**285**	120	26	134	144	141
Yodel	*	*	**	-	*	-
	*%	*%	**	-%	*%	-%
Local Courier	*	-	**	*	*	-
	*%	-%	**	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Secured Mail	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
MHI (Mail Handling International)	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Eagle Couriers	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Lynx	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
First Post	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
One Post	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Wey Group International	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
ENC	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Fast Track	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Euro	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
UK / British Mail	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Freight - Better / Night	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Parcels to go	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Global Mailing	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Haynes	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Business Post	-	-	**	-	-	-
	-%	-%	**	-%	-%	-%

Columns Tested: a,b,c - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**283**	110	28	143	158	125
Weighted total	**285**	120	26	134	144	141
Legal Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
AJG Parcels	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Parcel Line	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Coopers Carriers	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
DHS	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Securicor	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Citipost	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Pallet Lines	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Postal Sort	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Amazon	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
None	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Don't know	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Other answers	**22**	9	**	9	16	5
	8%	*7%*	**	*7%*	*11%* b	*4%*
NET: RM Only	**91**	25	**	56	43	48
	32%	*21%*	**	*41%* a	*30%*	*34%*
NET: Provider other than RM only	**194**	95	**	79	100	94
	68%	*79%* c	**	*59%*	*70%*	*66%*

Columns Tested: a,b,c - a,b

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	*c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	283	31	20	24	39	37	17	15	24	23	24	20	9
Weighted total	285	26	28	27	38	41	16	14	22	24	22	19	8
Royal Mail	91	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	28	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	27	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	24	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
		de											
APC	22	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	21	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	12	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	11	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	7	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
DX	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Neo Post	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Fastway Couriers	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Priority Express	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Yodel	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Local Courier	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	***b**	***c**	d	e	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**283**	31	20	24	39	37	17	15	24	23	24	20	9
Weighted total	**285**	26	28	27	38	41	16	14	22	24	22	19	8
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
One Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	***b**	***c**	d	e	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**283**	31	20	24	39	37	17	15	24	23	24	20	9
Weighted total	**285**	26	28	27	38	41	16	14	22	24	22	19	8
Coopers Carriers	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
DHS	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Securicor	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Citipost	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Postal Sort	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Amazon	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
None	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	**22**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	**91**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	**194**	**	**	**	**	**	**	**	**	**	**	**	**
	68%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**283**	75	93	62	53
Weighted total	**285**	82	95	60	49
Royal Mail	**91**	26	26	21	18
	32%	*32%*	*27%*	*35%*	*37%*
DHL	**28**	6	10	7	5
	10%	*7%*	*11%*	*12%*	*10%*
DPD	**27**	7	13	4	3
	9%	*8%*	*14%*	*6%*	*7%*
Hermes	**24**	8	4	9	2
	8%	*10%*	*5%*	*16%*	*4%*
				bd	
APC	**22**	8	12	2	1
	8%	*10%*	*12%*	*3%*	*1%*
		d	d		
Parcelforce	**21**	7	7	4	3
	7%	*8%*	*8%*	*6%*	*7%*
UPS	**12**	4	5	1	2
	4%	*5%*	*6%*	*1%*	*4%*
TNT Express	**11**	5	*	*	5
	4%	*6%*	**%*	*1%*	*11%*
		b			**bc**
FedEx	**7**	2	4	*	*
	2%	*3%*	*4%*	**%*	*1%*
UK Mail	**6**	4	2	*	-
	2%	*5%*	*2%*	**%*	*-%*
DX	**4**	-	*	4	*
	1%	*-%*	**%*	*6%*	**%*
				ab	
Interlink / Interlink Express / Direct	**2**	2	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*
Pitney Bowes	**2**	-	-	2	-
	1%	*-%*	*-%*	*3%*	*-%*
Neo Post	**2**	-	-	2	-
	1%	*-%*	*-%*	*3%*	*-%*
Interparcel	**2**	-	-	2	-
	1%	*-%*	*-%*	*3%*	*-%*
Collect Plus	**1**	-	1	-	-
	****%***	*-%*	*1%*	*-%*	*-%*
Fastway Couriers	**1**	-	*	-	*
	****%***	*-%*	**%*	*-%*	*1%*
Priority Express	**1**	-	*	-	*
	****%***	*-%*	**%*	*-%*	*1%*
Tuffnels	*	-	-	*	*
	****%***	*-%*	*-%*	**%*	*1%*
Yodel	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**283**	75	93	62	53
Weighted total	**285**	82	95	60	49
Local Courier	*	-	-	-	*
	*%	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-
	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	-
	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-
	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-
	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-
	-%	-%	-%	-%	-%
First Post	-	-	-	-	-
	-%	-%	-%	-%	-%
One Post	-	-	-	-	-
	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-
	-%	-%	-%	-%	-%
ENC	-	-	-	-	-
	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-
	-%	-%	-%	-%	-%
Euro	-	-	-	-	-
	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-
	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-
	-%	-%	-%	-%	-%
Parcels to go	-	-	-	-	-
	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-
	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-
	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-
	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-
	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**283**	75	93	62	53
Weighted total	**285**	82	95	60	49
Parcel Line	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other answers	**22**	4	9	2	7
	8%	*5%*	*9%*	*3%*	*15%*
					c
NET: RM Only	**91**	26	26	21	18
	32%	*32%*	*27%*	*35%*	*37%*
NET: Provider other than RM only	**194**	56	69	39	31
	68%	*68%*	*73%*	*65%*	*63%*

Columns Tested: a,b,c,d

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**284**	165	72	29	18	-	119	40	49	23	13	44
Weighted total	**265**	251	8	4	2	-	15	63	64	26	11	19
Royal Mail	**241**	227	8	**	**	**	13	**	**	**	**	**
	91%	*91%*	*90%*	**	**	**	*91%*	**	**	**	**	**
DPD	**6**	5	*	**	**	**	*	**	**	**	**	**
	2%	*2%*	*2%*	**	**	**	*2%*	**	**	**	**	**
DX	**3**	3	*	**	**	**	*	**	**	**	**	**
	1%	*1%*	*2%*	**	**	**	*1%*	**	**	**	**	**
Parcelforce	**3**	3	-	**	**	**	-	**	**	**	**	**
	1%	*1%*	*-%*	**	**	**	*-%*	**	**	**	**	**
DHL	**2**	2	*	**	**	**	*	**	**	**	**	**
	1%	*1%*	*1%*	**	**	**	*2%*	**	**	**	**	**
Hermes	**2**	2	-	**	**	**	-	**	**	**	**	**
	1%	*1%*	*-%*	**	**	**	*-%*	**	**	**	**	**
APC	**2**	2	*	**	**	**	*	**	**	**	**	**
	1%	*1%*	*1%*	**	**	**	*1%*	**	**	**	**	**
Neo Post	**2**	2	-	**	**	**	-	**	**	**	**	**
	1%	*1%*	*-%*	**	**	**	*-%*	**	**	**	**	**
TNT Express	*	-	*	**	**	**	*	**	**	**	**	**
	%	*-%*	*1%*	**	**	**	*1%*	**	**	**	**	**
FedEx	*	-	*	**	**	**	*	**	**	**	**	**
	%	*-%*	*1%*	**	**	**	*1%*	**	**	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	*-%*	*-%*	**	**	**	*-%*	**	**	**	**	**
UK Mail	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	*-%*	*-%*	**	**	**	*-%*	**	**	**	**	**
UPS	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	*-%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Yodel	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	*-%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Secured Mail	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	*-%*	*-%*	**	**	**	*-%*	**	**	**	**	**
MHI (Mail Handling International)	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	*-%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Pitney Bowes	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	*-%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Interlink / Interlink Express / Direct	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	*-%*	*-%*	**	**	**	*-%*	**	**	**	**	**
Local Courier	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	*-%*	*-%*	**	**	**	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**284**	165	72	29	18	-	119	40	49	23	13	44
Weighted total	**265**	251	8	4	2	-	15	63	64	26	11	19
Eagle Couriers	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Lynx	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
First Post	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
One Post	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Wey Group International	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
ENC	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Fast Track	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Fastway Couriers	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Tuffnels	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Euro	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
UK / British Mail	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Freight - Better / Night	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Parcels to go	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Global Mailing	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Haynes	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Priority Express	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Business Post	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Legal Post	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
AJG Parcels	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Parcel Line	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Coopers Carriers	-	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**284**	165	72	29	18	-	119	40	49	23	13	44
Weighted total	**265**	251	8	4	2	-	15	63	64	26	11	19
DHS	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Collect Plus	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Interparcel	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Securicor	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Citipost	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Pallet Lines	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Postal Sort	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Amazon	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
None	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Don't know	**-**	-	-	**	**	**	-	**	**	**	**	**
	-%	-%	-%	**	**	**	-%	**	**	**	**	**
Other answers	**5**	5	*	**	**	**	*	**	**	**	**	**
	2%	*2%*	*2%*	**	**	**	*1%*	**	**	**	**	**
NET: RM Only	**241**	227	8	**	**	**	13	**	**	**	**	**
	91%	*91%*	*90%*	**	**	**	*91%*	**	**	**	**	**
NET: Provider other than RM only	**25**	23	1	**	**	**	1	**	**	**	**	**
	9%	*9%*	*10%*	**	**	**	*9%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	284	26	15	39	6	14	39	21	13	26	199	30	27	28
Weighted total	265	29	19	45	8	19	51	18	13	31	234	12	9	10
Royal Mail	241	**	**	**	**	**	**	**	**	**	214	**	**	**
	91%	**	**	**	**	**	**	**	**	**	*91%*	**	**	**
DPD	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
				fj										
DX	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Parcelforce	3	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
DHL	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Hermes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Neo Post	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
TNT Express	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UPS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Yodel	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Pitney Bowes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interlink / Interlink Express / Direct	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	284	26	15	39	6	14	39	21	13	26	199	30	27	28
Weighted total	265	29	19	45	8	19	51	18	13	31	234	12	9	10
Local Courier	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
One Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fastway Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	284	26	15	39	6	14	39	21	13	26	199	30	27	28
Weighted total	265	29	19	45	8	19	51	18	13	31	234	12	9	10
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Collect Plus	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interparcel	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Pallet Lines	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Amazon	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
NET: RM Only	241	**	**	**	**	**	**	**	**	**	214	**	**	**
	91%	**	**	**	**	**	**	**	**	**	*91%*	**	**	**
NET: Provider other than RM only	25	**	**	**	**	**	**	**	**	**	20	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	284	31	13	38	6	14	36	18	12	26	194	33	28	29
Weighted total	265	35	17	46	6	16	49	16	13	31	230	17	9	10
Royal Mail	241	**	**	**	**	**	**	**	**	**	209	**	**	**
	91%	**	**	**	**	**	**	**	**	**	*91%*	**	**	**
		f												
DPD	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
DX	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Parcelforce	3	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
												j		
DHL	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Hermes	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Neo Post	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
TNT Express	*	**	**	**	**	**	**	**	**	**	-	**	**	**
	%	**	**	**	**	**	**	**	**	**	-%	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UPS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Yodel	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Pitney Bowes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interlink / Interlink Express / Direct	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	284	31	13	38	6	14	36	18	12	26	194	33	28	29
Weighted total	265	35	17	46	6	16	49	16	13	31	230	17	9	10
Local Courier	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Lynx	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
One Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fastway Couriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	GOR (sample)												
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Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	284	31	13	38	6	14	36	18	12	26	194	33	28	29
Weighted total	265	35	17	46	6	16	49	16	13	31	230	17	9	10
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Whistl (Previously known as TNT Post)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Collect Plus	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Interparcel	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Securicor	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Citipost	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Pallet Lines	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Postal Sort	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Amazon	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
None	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Don't know	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Other answers	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
NET: RM Only	241	**	**	**	**	**	**	**	**	**	209	**	**	**
	91%	**	**	**	**	**	**	**	**	**	*91%*	**	**	**
		f												
NET: Provider other than RM only	25	**	**	**	**	**	**	**	**	**	20	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
							a							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Industry								Urbanity		Location		Internet connection	
	TOTAL	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	284	4	49	8	19	107	3	8	83	218	66	258	26	283	1
Weighted total	265	1	41	2	16	135	1	5	62	221	44	246	19	263	2
Royal Mail	241	**	**	**	**	117	**	**	58	198	43	222	**	239	**
	91%	**	**	**	**	86%	**	**	94%	90%	96%	90%	**	91%	**
DPD	6	**	**	**	**	4	**	**	2	6	-	6	**	6	**
	2%	**	**	**	**	3%	**	**	3%	3%	-%	2%	**	2%	**
DX	3	**	**	**	**	2	**	**	1	3	1	3	**	3	**
	1%	**	**	**	**	1%	**	**	2%	1%	1%	1%	**	1%	**
Parcelforce	3	**	**	**	**	1	**	**	1	2	1	2	**	3	**
	1%	**	**	**	**	*%	**	**	1%	1%	1%	1%	**	1%	**
DHL	2	**	**	**	**	2	**	**	-	2	-	2	**	2	**
	1%	**	**	**	**	1%	**	**	-%	1%	-%	1%	**	1%	**
Hermes	2	**	**	**	**	2	**	**	-	2	-	2	**	2	**
	1%	**	**	**	**	2%	**	**	-%	1%	-%	1%	**	1%	**
APC	2	**	**	**	**	2	**	**	-	2	-	2	**	2	**
	1%	**	**	**	**	1%	**	**	-%	1%	-%	1%	**	1%	**
Neo Post	2	**	**	**	**	2	**	**	-	2	-	2	**	2	**
	1%	**	**	**	**	1%	**	**	-%	1%	-%	1%	**	1%	**
TNT Express	*	**	**	**	**	-	**	**	*	*	*	*	**	*	**
	*%	**	**	**	**	-%	**	**	*%	*%	*%	*%	**	*%	**
FedEx	*	**	**	**	**	*	**	**	-	*	-	*	**	*	**
	*%	**	**	**	**	*%	**	**	-%	*%	-%	*%	**	*%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
UK Mail	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
UPS	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Yodel	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Secured Mail	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
MHI (Mail Handling International)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
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Pitney Bowes	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Interlink / Interlink Express / Direct	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
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Local Courier	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
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Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	284	4	49	8	19	107	3	8	83	218	66	258	26	283	1
Weighted total	265	1	41	2	16	135	1	5	62	221	44	246	19	263	2
Eagle Couriers	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Lynx	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
First Post	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
One Post	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
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Wey Group International	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
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ENC	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
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Fast Track	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Fastway Couriers	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Tuffnels	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
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Euro	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
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UK / British Mail	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Freight - Better / Night	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Parcels to go	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Global Mailing	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Haynes	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Priority Express	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Business Post	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Legal Post	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
AJG Parcels	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Parcel Line	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	284	4	49	8	19	107	3	8	83	218	66	258	26	283	1
Weighted total	265	1	41	2	16	135	1	5	62	221	44	246	19	263	2
Coopers Carriers	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
DHS	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Whistl (Previously known as TNT Post)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Collect Plus	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Interparcel	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Securicor	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Citipost	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Pallet Lines	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Postal Sort	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Amazon	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
None	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Don't know	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Other answers	5	**	**	**	**	4	**	**	-	5	1	5	**	5	**
	2%	**	**	**	**	3%	**	**	-%	2%	1%	2%	**	2%	**
NET: RM Only	241	**	**	**	**	117	**	**	58	198	43	222	**	239	**
	91%	**	**	**	**	86%	**	**	94%	90%	96%	90%	**	91%	**
NET: Provider other than RM only	25	**	**	**	**	19	**	**	4	23	2	24	**	25	**
	9%	**	**	**	**	14%	**	**	6%	10%	4%	10%	**	9%	**

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Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**284**	107	64	111	127	117	30	8	2	-	-	-	244	40	23	104	157
Weighted total	**265**	83	59	119	130	106	24	5	*	-	-	-	236	29	22	109	135
Royal Mail	**241**	78	54	107	121	90	**	**	**	**	**	**	212	**	**	100	119
	91%	*94%*	*91%*	*90%*	*93%*	*86%*	**	**	**	**	**	**	*90%*	**	**	*92%*	*88%*
							b							b			
DPD	**6**	2	*	2	2	4	**	**	**	**	**	**	6	**	**	2	4
	2%	*2%*	**%*	*2%*	*1%*	*4%*	**	**	**	**	**	**	*2%*	**	**	*2%*	*3%*
DX	**3**	2	1	1	2	1	**	**	**	**	**	**	3	**	**	2	1
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*1%*
Parcelforce	**3**	1	-	1	1	1	**	**	**	**	**	**	3	**	**	1	1
	1%	*2%*	*-%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*1%*
DHL	**2**	-	-	2	-	2	**	**	**	**	**	**	2	**	**	-	2
	1%	*-%*	*-%*	*2%*	*-%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*-%*	*2%*
Hermes	**2**	-	2	-	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	*-%*	*3%*	*-%*	*2%*	*-%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*-%*
			c														
APC	**2**	-	-	2	-	2	**	**	**	**	**	**	2	**	**	-	2
	1%	*-%*	*-%*	*2%*	*-%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*-%*	*1%*
Neo Post	**2**	-	-	2	2	-	**	**	**	**	**	**	2	**	**	2	-
	1%	*-%*	*-%*	*2%*	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*-%*
TNT Express	*	*	-	-	*	-	**	**	**	**	**	**	*	**	**	*	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*	**	**	**	**	**	**	**%*	**	**	**%*	*-%*
FedEx	*	-	*	-	*	-	**	**	**	**	**	**	*	**	**	*	-
	****%***	*-%*	**%*	*-%*	**%*	*-%*	**	**	**	**	**	**	**%*	**	**	**%*	*-%*
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*
UK Mail	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*
UPS	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*
Yodel	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Secured Mail	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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MHI (Mail Handling International)	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Pitney Bowes	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Interlink / Interlink Express / Direct	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	284	107	64	111	127	117	30	8	2	-	-	-	244	40	23	104	157
Weighted total	265	83	59	119	130	106	24	5	*	-	-	-	236	29	22	109	135
Local Courier	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Eagle Couriers	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Lynx	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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First Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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One Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Wey Group International	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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ENC	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Fast Track	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Fastway Couriers	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Tuffnels	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Euro	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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UK / British Mail	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Freight - Better / Night	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Parcels to go	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Global Mailing	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
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Haynes	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Priority Express	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Business Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Legal Post	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
AJG Parcels	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Parcel Line	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%

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Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**284**	107	64	111	127	117	30	8	2	-	-	-	244	40	23	104	157
Weighted total	**265**	83	59	119	130	106	24	5	*	-	-	-	236	29	22	109	135
Coopers Carriers	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
DHS	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Collect Plus	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Interparcel	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Securicor	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Citipost	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Pallet Lines	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Postal Sort	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Amazon	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
None	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Don't know	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Other answers	**5**	-	3	2	*	5	**	**	**	**	**	**	5	**	**	*	5
	2%	-%	*4%*	*2%*	**%*	*5%*	**	**	**	**	**	**	*2%*	**	**	**%*	*4%*
			a			a											
NET: RM Only	**241**	78	54	107	121	90	**	**	**	**	**	**	212	**	**	100	119
	91%	*94%*	*91%*	*90%*	*93%*	*86%*	**	**	**	**	**	**	*90%*	**	**	*92%*	*88%*
							b							b			
NET: Provider other than RM only	**25**	5	6	12	9	15	**	**	**	**	**	**	24	**	**	8	15
	9%	*6%*	*9%*	*10%*	*7%*	*14%*	**	**	**	**	**	**	*10%*	**	**	*8%*	*12%*
						cj											

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**284**	253	233	284	239	110	221	236	20	10	13	2	3	-	220	8	6	3	1	1	-	2
Weighted total	**265**	220	211	265	233	91	189	245	7	6	6	*	1	-	219	8	2	2	*	*	-	1
Royal Mail	**241**	197	192	241	214	82	171	223	**	**	**	**	**	**	201	**	**	**	**	**	**	**
	91%	*90%*	*91%*	*91%*	*92%*	*90%*	*90%*	*91%*	**	**	**	**	**	**	*92%*	**	**	**	**	**	**	**
DPD	**6**	6	6	6	4	4	6	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	2%	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
DX	**3**	3	1	3	2	*	1	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Parcelforce	**3**	3	2	3	2	1	2	3	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
DHL	**2**	2	2	2	2	*	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Hermes	**2**	2	2	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
APC	**2**	*	2	2	2	*	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	**%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Neo Post	**2**	2	2	2	2	2	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%* f	*-%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
TNT Express	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
FedEx	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	**%*	**%*	**%*	**%*	*-%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
UK Mail	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
UPS	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Yodel	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Secured Mail	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Pitney Bowes	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Local Courier	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**284**	253	233	284	239	110	221	236	20	10	13	2	3	-	220	8	6	3	1	1	-	2
Weighted total	**265**	220	211	265	233	91	189	245	7	6	6	*	1	-	219	8	2	2	*	*	-	1
Eagle Couriers	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
First Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
One Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
ENC	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fast Track	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fastway Couriers	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Tuffnels	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Euro	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
UK / British Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Freight - Better / Night	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcels to go	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Priority Express	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Business Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Legal Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
AJG Parcels	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcel Line	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Coopers Carriers	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	***b**	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**284**	253	233	284	239	110	221	236	20	10	13	2	3	-	220	8	6	3	1	1	-	2
Weighted total	**265**	220	211	265	233	91	189	245	7	6	6	*	1	-	219	8	2	2	*	*	-	1
DHS	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Collect Plus	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Interparcel	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Pallet Lines	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Postal Sort	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Amazon	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	**5**	5	3	5	3	3	3	5	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*1%*	*3%*	*2%*	*2%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
NET: RM Only	**241**	197	192	241	214	82	171	223	**	**	**	**	**	**	201	**	**	**	**	**	**	**
	91%	*90%*	*91%*	*91%*	*92%*	*90%*	*90%*	*91%*	**	**	**	**	**	**	*92%*	**	**	**	**	**	**	**
NET: Provider other than RM only	**25**	23	20	25	18	9	18	22	**	**	**	**	**	**	18	**	**	**	**	**	**	**
	9%	*10%*	*9%*	*9%*	*8%*	*10%*	*10%*	*9%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**284**	46	54	96	84	4	58	44	74	59	4	170	9	59	176	108
Weighted total	**265**	52	53	107	49	4	69	37	73	51	2	186	6	41	161	104
Royal Mail	**241**	**	48	98	43	**	65	**	65	48	**	172	**	40	153	88
	91%	**	*91%*	*91%*	*89%*	**	*94%*	**	*88%*	*94%*	**	*92%*	**	*99%* a	*95%* b	*84%*
DPD	**6**	**	*	-	4	**	-	**	2	2	**	4	**	-	4	2
	2%	**	*%*	-%	*8%* c	**	-%	**	*3%*	*4%*	**	*2%*	**	-%	*2%*	*2%*
DX	**3**	**	-	-	1	**	2	**	*	*	**	-	**	*	*	3
	1%	**	-%	-%	*3%*	**	*3%*	**	*%*	*%*	**	-%	**	*%*	*%*	*3%* a
Parcelforce	**3**	**	-	1	-	**	1	**	1	1	**	2	**	-	1	2
	1%	**	-%	*1%*	-%	**	*1%*	**	*1%*	*1%*	**	*1%*	**	-%	*%*	*2%*
DHL	**2**	**	-	2	*	**	2	**	-	*	**	2	**	-	2	*
	1%	**	-%	*2%*	*%*	**	*3%*	**	-%	*1%*	**	*1%*	**	-%	*1%*	*%*
Hermes	**2**	**	2	-	-	**	-	**	-	-	**	2	**	-	2	-
	1%	**	*4%*	-%	-%	**	-%	** c	-%	-%	**	*1%*	**	-%	*1%*	-%
APC	**2**	**	-	2	-	**	-	**	2	*	**	2	**	-	-	2
	1%	**	-%	*2%*	-%	**	-%	**	*2%*	*%*	**	*1%*	**	-%	-%	*2%*
Neo Post	**2**	**	-	2	-	**	-	**	2	-	**	2	**	-	-	2
	1%	**	-%	*2%*	-%	**	-%	**	*3%*	-%	**	*1%*	**	-%	-%	*2%*
TNT Express	*	**	-	-	*	**	-	**	-	-	**	-	**	-	*	*
	%	**	-%	-%	*%*	**	-%	**	-%	-%	**	-%	**	-%	*%*	*%*
FedEx	*	**	*	-	-	**	-	**	-	-	**	*	**	-	-	*
	%	**	*%*	-%	-%	**	-%	**	-%	-%	**	*%*	**	-%	-%	*%*
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
UK Mail	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
UPS	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Yodel	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Secured Mail	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
MHI (Mail Handling International)	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

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Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**284**	46	54	96	84	4	58	44	74	59	4	170	9	59	176	108
Weighted total	**265**	52	53	107	49	4	69	37	73	51	2	186	6	41	161	104
Pitney Bowes	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Interlink / Interlink Express / Direct	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Local Courier	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Eagle Couriers	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Lynx	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
First Post	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
One Post	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Wey Group International	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
ENC	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Fast Track	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Fastway Couriers	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Tuffnels	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Euro	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
UK / British Mail	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Freight - Better / Night	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Parcels to go	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Global Mailing	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Haynes	-	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**284**	46	54	96	84	4	58	44	74	59	4	170	9	59	176	108
Weighted total	**265**	52	53	107	49	4	69	37	73	51	2	186	6	41	161	104
Priority Express	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Business Post	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Legal Post	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
AJG Parcels	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Parcel Line	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Coopers Carriers	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
DHS	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Collect Plus	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Interparcel	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Securicor	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Citipost	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Pallet Lines	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Postal Sort	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Amazon	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
None	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Don't know	**-**	**	-	-	-	**	-	**	-	-	**	-	**	-	-	-
	-%	**	-%	-%	-%	**	-%	**	-%	-%	**	-%	**	-%	-%	-%
Other answers	**5**	**	2	3	-	**	*	**	3	-	**	1	**	*	-	5
	2%	**	*5%*	*2%*	-%	**	*%*	**	*4%*	-%	**	*%*	**	*%*	-%	*5%*
																a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**284**	46	54	96	84	4	58	44	74	59	4	170	9	59	176	108
Weighted total	**265**	52	53	107	49	4	69	37	73	51	2	186	6	41	161	104
NET: RM Only	**241**	**	48	98	43	**	65	**	65	48	**	172	**	40	153	88
	91%	**	*91%*	*91%*	*89%*	**	*94%*	**	*88%*	*94%*	**	*92%*	**	*99%* a	*95%* b	*84%*
NET: Provider other than RM only	**25**	**	5	9	5	**	4	**	9	3	**	14	**	*	9	16
	9%	**	*9%*	*9%*	*11%*	**	*6%*	**	*12%*	*6%*	**	*8%* c	**	*1%*	*5%*	*16%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**284**	274	10	76	163	255	29	70	169	94	223	68	1
Weighted total	**265**	259	7	73	160	241	25	71	162	76	189	50	*
Royal Mail	**241**	241	**	71	144	241	**	67	148	64	171	44	**
	91%	*93%*	**	*97%*	*90%*	*100%*	**	*94%*	*91%*	*85%*	*90%*	*88%*	**
DPD	**6**	6	**	-	4	-	**	-	4	5	2	-	**
	2%	*2%*	**	-%	*2%*	-%	**	-%	*2%*	*7%*	*1%*	-%	**
										bc			
DX	**3**	2	**	*	2	-	**	*	2	1	3	*	**
	1%	*1%*	**	*%	*1%*	-%	**	*%	*1%*	*1%*	*2%*	*%	**
Parcelforce	**3**	2	**	-	2	-	**	-	2	3	3	2	**
	1%	*1%*	**	-%	*1%*	-%	**	-%	*1%*	*3%*	*1%*	*4%*	**
DHL	**2**	2	**	-	2	-	**	-	2	-	2	2	**
	1%	*1%*	**	-%	*1%*	-%	**	-%	*1%*	-%	*1%*	*4%*	**
Hermes	**2**	2	**	-	2	-	**	2	-	2	2	-	**
	1%	*1%*	**	-%	*1%*	-%	**	*3%*	-%	*3%*	*1%*	-%	**
								b					
APC	**2**	2	**	-	2	-	**	-	2	-	*	-	**
	1%	*1%*	**	-%	*1%*	-%	**	-%	*1%*	-%	*%	-%	**
Neo Post	**2**	-	**	-	2	-	**	-	2	-	2	2	**
	1%	-%	**	-%	*1%*	-%	**	-%	*1%*	-%	*1%*	*4%*	**
TNT Express	*	*	**	-	*	-	**	-	*	*	*	-	**
	%	*%	**	-%	*%	-%	**	-%	*%	*%	*%	-%	**
FedEx	*	*	**	-	*	-	**	-	*	*	*	*	**
	%	*%	**	-%	*%	-%	**	-%	*%	*%	*%	*%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK Mail	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UPS	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Yodel	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Secured Mail	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pitney Bowes	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
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Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**284**	274	10	76	163	255	29	70	169	94	223	68	1
Weighted total	**265**	259	7	73	160	241	25	71	162	76	189	50	*
Interlink / Interlink Express / Direct	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Local Courier	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fastway Couriers	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Tuffnels	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcels to go	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Priority Express	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**284**	274	10	76	163	255	29	70	169	94	223	68	1
Weighted total	**265**	259	7	73	160	241	25	71	162	76	189	50	*
Legal Post	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Collect Plus	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Interparcel	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Amazon	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**5**	2	**	2	1	-	**	2	1	1	5	-	**
	2%	*1%*	**	*3%*	**%*	*-%*	**	*3%*	**%*	*1%*	*3%*	*-%*	**
NET: RM Only	**241**	241	**	71	144	241	**	67	148	64	171	44	**
	91%	*93%*	**	*97%*	*90%*	*100%*	**	*94%*	*91%*	*85%*	*90%*	*88%*	**
NET: Provider other than RM only	**25**	18	**	2	16	-	**	4	14	11	19	6	**
	9%	*7%*	**	*3%*	*10%*	*-%*	**	*6%*	*9%*	*15%*	*10%*	*12%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**284**	90	195	51	-	175	143	73	2	252	231	169	233	193	13
Weighted total	**265**	82	170	36	-	181	127	69	*	219	211	165	206	171	4
Royal Mail	**241**	71	154	30	**	165	118	63	**	197	192	153	186	157	**
	91%	*87%*	*91%*	*85%*	**	*91%*	*93%*	*92%*	**	*90%*	*91%*	*93%*	*90%*	*92%*	**
DPD	**6**	5	2	*	**	4	2	*	**	6	6	4	4	6	**
	2%	*7%*	*1%*	*%*	**	*2%*	*2%*	*%*	**	*3%*	*3%*	*2%*	*2%*	*3%*	**
		b													
DX	**3**	1	1	*	**	2	*	-	**	3	1	*	3	1	**
	1%	*1%*	*1%*	*%*	**	*1%*	*%*	-%	**	*1%*	*1%*	*%*	*1%*	*%*	**
Parcelforce	**3**	2	2	1	**	2	1	1	**	2	2	1	2	1	**
	1%	*2%*	*1%*	*3%*	**	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	*1%*	*%*	**
DHL	**2**	-	2	2	**	2	*	2	**	2	2	2	2	2	**
	1%	-%	*1%*	*6%*	**	*1%*	*%*	*3%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
				a											
Hermes	**2**	2	2	-	**	2	2	-	**	2	2	2	2	2	**
	1%	*2%*	*1%*	-%	**	*1%*	*2%*	-%	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
APC	**2**	-	2	-	**	2	*	-	**	*	2	*	2	*	**
	1%	-%	*1%*	-%	**	*1%*	*%*	-%	**	*%*	*1%*	*%*	*1%*	*%*	**
Neo Post	**2**	-	2	2	**	-	2	2	**	2	2	-	2	2	**
	1%	-%	*1%*	*5%*	**	-%	*1%*	*3%*	**	*1%*	*1%*	-%	*1%*	*1%*	**
				a				a							
TNT Express	*	-	*	-	**	*	-	-	**	*	*	*	*	*	**
	%	-%	*%*	-%	**	*%*	-%	-%	**	*%*	*%*	*%*	*%*	*%*	**
FedEx	*	*	*	*	**	*	*	*	**	*	*	*	*	-	**
	%	*%*	*%*	*%*	**	*%*	*%*	*%*	**	*%*	*%*	*%*	*%*	-%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UPS	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Yodel	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Secured Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pitney Bowes	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	284	90	195	51	-	175	143	73	2	252	231	169	233	193	13
Weighted total	265	82	170	36	-	181	127	69	*	219	211	165	206	171	4
Interlink / Interlink Express / Direct	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Local Courier	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fastway Couriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Tuffnels	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcels to go	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Priority Express	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**284**	90	195	51	-	175	143	73	2	252	231	169	233	193	13
Weighted total	**265**	82	170	36	-	181	127	69	*	219	211	165	206	171	4
AJG Parcels	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Collect Plus	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Interparcel	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Amazon	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	**5**	1	3	*	**	3	1	-	**	5	3	2	3	1	**
	2%	*1%*	*2%*	**%*	**	*1%*	*1%*	*-%*	**	*2%*	*1%*	*1%*	*1%*	**%*	**
NET: RM Only	**241**	71	154	30	**	165	118	63	**	197	192	153	186	157	**
	91%	*87%*	*91%*	*85%*	**	*91%*	*93%*	*92%*	**	*90%*	*91%*	*93%*	*90%*	*92%*	**
NET: Provider other than RM only	**25**	11	16	5	**	16	8	5	**	22	20	12	20	14	**
	9%	*13%*	*9%*	*15%*	**	*9%*	*7%*	*8%*	**	*10%*	*9%*	*7%*	*10%*	*8%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**284**	127	89	97	31	30	205	184	19	3	15	3	271	255	273	266	280
Weighted total	**265**	124	88	90	35	29	185	163	13	2	17	2	253	228	255	246	261
Royal Mail	**241**	112	81	83	**	**	165	151	**	**	**	**	231	212	233	226	236
	91%	*90%*	*92%*	*93%*	**	**	*89%*	*93%*	**	**	**	**	*91%*	*93%*	*91%*	*92%*	*91%*
DPD	**6**	2	2	*	**	**	2	2	**	**	**	**	6	4	6	4	6
	2%	*2%*	*2%*	*%*	**	**	*1%*	*1%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
DX	**3**	*	-	*	**	**	3	1	**	**	**	**	1	1	1	2	3
	1%	*%*	-%	*%*	**	**	*2%*	*%*	**	**	**	**	*1%*	*1%*	*%*	*1%*	*1%*
Parcelforce	**3**	2	1	2	**	**	2	1	**	**	**	**	2	2	2	3	3
	1%	*1%*	*1%*	*2%*	**	**	*1%*	*%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
DHL	**2**	2	*	2	**	**	2	2	**	**	**	**	2	2	2	2	2
	1%	*2%*	*%*	*2%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
						b											
Hermes	**2**	2	2	2	**	**	2	2	**	**	**	**	2	2	2	2	2
	1%	*2%*	*2%*	*2%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
APC	**2**	-	*	-	**	**	2	*	**	**	**	**	2	2	2	2	2
	1%	-%	*%*	-%	**	**	*1%*	*%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Neo Post	**2**	2	2	-	**	**	2	2	**	**	**	**	2	-	2	-	2
	1%	*1%*	*2%*	-%	**	**	*1%*	*1%*	**	**	**	**	*1%*	-%	*1%*	-%	*1%*
						c											
TNT Express	*	-	-	*	**	**	*	*	**	**	**	**	*	*	*	*	*
	%	-%	-%	*%*	**	**	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
FedEx	*	*	-	*	**	**	*	*	**	**	**	**	*	*	*	*	*
	%	*%*	-%	*%*	**	**	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
UK Mail	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
UPS	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Yodel	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**284**	127	89	97	31	30	205	184	19	3	15	3	271	255	273	266	280
Weighted total	**265**	124	88	90	35	29	185	163	13	2	17	2	253	228	255	246	261
Interlink / Interlink Express / Direct	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Local Courier	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

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Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**284**	127	89	97	31	30	205	184	19	3	15	3	271	255	273	266	280
Weighted total	**265**	124	88	90	35	29	185	163	13	2	17	2	253	228	255	246	261
Legal Post	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other answers	**5**	2	-	-	**	**	5	3	**	**	**	**	5	3	5	5	5
	2%	*2%*	*-%*	*-%*	**	**	*3%*	*2%*	**	**	**	**	*2%*	*1%*	*2%*	*2%*	*2%*
NET: RM Only	**241**	112	81	83	**	**	165	151	**	**	**	**	231	212	233	226	236
	91%	*90%*	*92%*	*93%*	**	**	*89%*	*93%*	**	**	**	**	*91%*	*93%*	*91%*	*92%*	*91%*
NET: Provider other than RM only	**25**	12	7	6	**	**	20	12	**	**	**	**	22	16	22	20	25
	9%	*10%*	*8%*	*7%*	**	**	*11%*	*7%*	**	**	**	**	*9%*	*7%*	*9%*	*8%*	*9%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

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Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**284**	200	272	116	6	228	16	72	210	232	13	68	216	66	171	47
Weighted total	**265**	191	255	98	2	210	21	70	195	224	16	65	201	64	163	39
Royal Mail	**241**	173	232	92	**	193	**	67	174	203	**	60	181	57	148	**
	91%	*91%*	*91%*	*93%*	**	*92%*	**	*96%*	*89%*	*91%*	**	*93%*	*90%*	*89%*	*91%*	**
DPD	**6**	4	6	*	**	4	**	*	6	6	**	-	6	2	2	**
	2%	*2%*	*2%*	*%*	**	*2%*	**	*%*	*3%*	*3%*	**	-%	*3%*	*3%*	*1%*	**
DX	**3**	2	1	*	**	3	**	2	1	1	**	*	3	-	3	**
	1%	*1%*	*%*	*%*	**	*1%*	**	*3%*	*1%*	*1%*	**	*%*	*1%*	-%	*2%*	**
Parcelforce	**3**	3	3	2	**	2	**	-	2	3	**	1	2	1	1	**
	1%	*1%*	*1%*	*2%*	**	*1%*	**	-%	*1%*	*1%*	**	*1%*	*1%*	*2%*	*%*	**
DHL	**2**	2	2	2	**	2	**	-	2	2	**	*	2	*	2	**
	1%	*1%*	*1%*	*2%*	**	*1%*	**	-%	*1%*	*1%*	**	*%*	*1%*	*%*	*1%*	**
Hermes	**2**	2	2	2	**	-	**	-	2	2	**	2	-	-	2	**
	1%	*1%*	*1%*	*2%*	**	-%	**	-%	*1%*	*1%*	**	*3%*	-%	-%	*1%*	**
												b				
APC	**2**	2	2	-	**	2	**	*	2	*	**	2	*	2	*	**
	1%	*1%*	*1%*	-%	**	*1%*	**	*%*	*1%*	*%*	**	*3%*	*%*	*3%*	*%*	**
												b		b		
Neo Post	**2**	-	2	-	**	2	**	-	2	2	**	-	2	-	2	**
	1%	-%	*1%*	-%	**	*1%*	**	-%	*1%*	*1%*	**	-%	*1%*	-%	*1%*	**
TNT Express	*	*	*	-	**	*	**	*	*	*	**	-	*	-	*	**
	%	*%*	*%*	-%	**	*%*	**	*%*	*%*	*%*	**	-%	*%*	-%	*%*	**
FedEx	*	*	*	*	**	*	**	*	-	-	**	-	*	-	*	**
	%	*%*	*%*	*%*	**	*%*	**	*%*	-%	-%	**	-%	*%*	-%	*%*	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
UK Mail	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
UPS	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Yodel	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Secured Mail	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Pitney Bowes	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

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Interlink / Interlink Express / Direct	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Local Courier	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Eagle Couriers	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
First Post	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
One Post	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
ENC	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Fastway Couriers	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Tuffnels	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Euro	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Parcels to go	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Global Mailing	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Haynes	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Priority Express	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Business Post	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**284**	200	272	116	6	228	16	72	210	232	13	68	216	66	171	47
Weighted total	**265**	191	255	98	2	210	21	70	195	224	16	65	201	64	163	39
Legal Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
AJG Parcels	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Parcel Line	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
DHS	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Whistl (Previously known as TNT Post)	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Collect Plus	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Interparcel	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Securicor	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Citipost	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Pallet Lines	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Postal Sort	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Amazon	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
None	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Don't know	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	**
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**
Other answers	**5**	3	5	*	**	3	**	1	4	5	**	-	5	2	3	**
	2%	*1%*	*2%*	*%*	**	*1%*	**	*1%*	*2%*	*2%*	**	*-%*	*3%*	*3%*	*2%*	**
NET: RM Only	**241**	173	232	92	**	193	**	67	174	203	**	60	181	57	148	**
	91%	*91%*	*91%*	*93%*	**	*92%*	**	*96%*	*89%*	*91%*	**	*93%*	*90%*	*89%*	*91%*	**
NET: Provider other than RM only	**25**	18	23	7	**	18	**	3	21	21	**	5	20	7	15	**
	9%	*9%*	*9%*	*7%*	**	*8%*	**	*4%*	*11%*	*9%*	**	*7%*	*10%*	*11%*	*9%*	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**284**	95	28	160	163	121
Weighted total	**265**	93	26	144	143	122
Royal Mail	**241**	84	**	131	134	107
	91%	*90%*	**	*91%*	*94%*	*87%*
DPD	**6**	2	**	4	2	4
	2%	*2%*	**	*3%*	*1%*	*3%*
DX	**3**	-	**	1	1	2
	1%	*-%*	**	*1%*	**%*	*2%*
Parcelforce	**3**	3	**	-	3	-
	1%	*3%*	**	*-%*	*2%*	*-%*
		c				
DHL	**2**	*	**	2	*	2
	1%	**%*	**	*1%*	**%*	*2%*
Hermes	**2**	2	**	-	2	-
	1%	*2%*	**	*-%*	*1%*	*-%*
APC	**2**	2	**	-	2	-
	1%	*2%*	**	*-%*	*1%*	*-%*
Neo Post	**2**	-	**	2	-	2
	1%	*-%*	**	*1%*	*-%*	*2%*
TNT Express	*	*	**	*	*	*
	****%***	**%*	**	**%*	**%*	**%*
FedEx	*	*	**	-	*	-
	****%***	**%*	**	*-%*	**%*	*-%*
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
UK Mail	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
UPS	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Yodel	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Secured Mail	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
MHI (Mail Handling International)	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Pitney Bowes	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Interlink / Interlink Express / Direct	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**284**	95	28	160	163	121
Weighted total	**265**	93	26	144	143	122
Local Courier	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Eagle Couriers	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Lynx	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
First Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
One Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Wey Group International	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
ENC	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Fast Track	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Fastway Couriers	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Tuffnels	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Euro	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
UK / British Mail	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Freight - Better / Night	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Parcels to go	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Global Mailing	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Haynes	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Priority Express	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Business Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Legal Post	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
AJG Parcels	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%

Columns Tested: a,b,c - a,b

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**284**	95	28	160	163	121
Weighted total	**265**	93	26	144	143	122
Parcel Line	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Coopers Carriers	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
DHS	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Whistl (Previously known as TNT Post)	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Collect Plus	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Interparcel	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Securicor	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Citipost	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Pallet Lines	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Postal Sort	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Amazon	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
None	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Don't know	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Other answers	**5**	1	**	4	-	5
	2%	*1%*	**	*3%*	-%	*4%*
						a
NET: RM Only	**241**	84	**	131	134	107
	91%	*90%*	**	*91%*	*94%*	*87%*
NET: Provider other than RM only	**25**	10	**	13	9	16
	9%	*10%*	**	*9%*	*6%*	*13%*

Columns Tested: a,b,c - a,b

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	284	29	22	28	39	38	12	15	21	27	22	20	11
Weighted total	265	22	27	27	35	41	9	11	18	27	19	17	10
Royal Mail	241	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**
DPD	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
DX	3	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Parcelforce	3	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
DHL	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Hermes	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
APC	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Neo Post	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
TNT Express	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
FedEx	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
UK Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
UPS	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Yodel	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Secured Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Pitney Bowes	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Local Courier	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Eagle Couriers	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**284**	29	22	28	39	38	12	15	21	27	22	20	11
Weighted total	**265**	22	27	27	35	41	9	11	18	27	19	17	10
Lynx	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
First Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
One Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Wey Group International	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
ENC	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fast Track	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fastway Couriers	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Tuffnels	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Euro	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
UK / British Mail	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Freight - Better / Night	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Parcels to go	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Global Mailing	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Haynes	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Priority Express	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Business Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Legal Post	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
AJG Parcels	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Parcel Line	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Coopers Carriers	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
DHS	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**284**	29	22	28	39	38	12	15	21	27	22	20	11
Weighted total	**265**	22	27	27	35	41	9	11	18	27	19	17	10
Whistl (Previously known as TNT Post)	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Collect Plus	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Interparcel	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Securicor	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Citipost	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Pallet Lines	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Postal Sort	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Amazon	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
None	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Other answers	**5**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
NET: RM Only	**241**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Provider other than RM only	**25**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**284**	79	89	63	53
Weighted total	**265**	77	85	56	47
Royal Mail	**241**	72	76	52	40
	91%	*94%*	*89%*	*92%*	*86%*
DPD	**6**	*	3	-	2
	2%	**%*	*4%*	*-%*	*4%*
DX	**3**	-	1	2	*
	1%	*-%*	*1%*	*4%*	**%*
Parcelforce	**3**	2	1	-	-
	1%	*3%*	*1%*	*-%*	*-%*
DHL	**2**	*	2	*	-
	1%	**%*	*2%*	**%*	*-%*
Hermes	**2**	-	2	-	-
	1%	*-%*	*2%*	*-%*	*-%*
APC	**2**	2	-	-	-
	1%	*2%*	*-%*	*-%*	*-%*
Neo Post	**2**	-	-	2	-
	1%	*-%*	*-%*	*3%*	*-%*
TNT Express	*	-	*	*	-
	****%***	*-%*	**%*	**%*	*-%*
FedEx	*	*	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
UK Mail	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
UPS	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Yodel	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Secured Mail	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
MHI (Mail Handling International)	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Pitney Bowes	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Interlink / Interlink Express / Direct	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Local Courier	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Eagle Couriers	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**284**	79	89	63	53
Weighted total	**265**	77	85	56	47
Lynx	**-**	-	-	-	-
	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-
	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fastway Couriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Tuffnels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-
	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Parcels to go	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Priority Express	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**284**	79	89	63	53
Weighted total	**265**	77	85	56	47
Whistl (Previously known as TNT Post)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Collect Plus	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Interparcel	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other answers	**5**	*	1	-	4
	2%	*%	*1%*	-%	*9%*
					abc
NET: RM Only	**241**	72	76	52	40
	91%	*94%*	*89%*	*92%*	*86%*
NET: Provider other than RM only	**25**	5	9	4	7
	9%	*6%*	*11%*	*8%*	*14%*

Columns Tested: a,b,c,d

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	**d**	e
Unweighted total	**743**	462	175	58	48	-	281	137	131	47	26	83
Weighted total	**735**	701	21	7	6	-	34	212	163	57	19	36
Royal Mail	**486**	464	13	4	**	**	22	157	108	**	**	17
	66%	*66%*	*64%*	*62%*	**	**	*67%*	*74%*	*66%*	**	**	*46%*
					b			**ce**	e			
DHL	**33**	31	1	*	**	**	1	4	11	**	**	6
	4%	*4%*	*4%*	*4%*	**	**	*4%*	*2%*	*7%*	**	**	*17%*
												abc
Parcelforce	**31**	30	1	*	**	**	1	8	5	**	**	2
	4%	*4%*	*3%*	*2%*	**	**	*2%*	*4%*	*3%*	**	**	*6%*
DPD	**29**	28	1	1	**	**	1	10	5	**	**	2
	4%	*4%*	*4%*	*9%*	**	**	*4%*	*5%*	*3%*	**	**	*5%*
				d								
Hermes	**26**	26	*	-	**	**	*	14	2	**	**	-
	4%	*4%*	*1%*	*-%*	**	**	*1%*	*7%*	*1%*	**	**	*-%*
		f						**be**				
APC	**22**	22	*	-	**	**	*	8	4	**	**	2
	3%	*3%*	*2%*	*-%*	**	**	*1%*	*4%*	*3%*	**	**	*7%*
TNT Express	**19**	18	1	-	**	**	1	2	3	**	**	*
	3%	*3%*	*4%*	*-%*	**	**	*3%*	*1%*	*2%*	**	**	*1%*
UPS	**15**	14	1	1	**	**	1	2	1	**	**	1
	2%	*2%*	*4%*	*9%*	**	**	*4%*	*1%*	*1%*	**	**	*2%*
				ad								
UK Mail	**10**	10	*	*	**	**	*	2	-	**	**	-
	1%	*1%*	*1%*	*2%*	**	**	*1%*	*1%*	*-%*	**	**	*-%*
										abe		
FedEx	**10**	9	1	*	**	**	1	-	4	**	**	3
	1%	*1%*	*5%*	*1%*	**	**	*4%*	*-%*	*2%*	**	**	*8%*
			a		a		a					a
Interparcel	**5**	5	-	-	**	**	-	-	2	**	**	-
	1%	*1%*	*-%*	*-%*	**	**	*-%*	*-%*	*1%*	**	**	*-%*
										ae		
DX	**4**	4	*	-	**	**	*	-	-	**	**	*
	1%	*1%*	**%*	*-%*	**	**	*1%*	*-%*	*-%*	**	**	**%*
					ab							
Whistl (Previously known as TNT Post)	**2**	2	-	-	**	**	-	-	2	**	**	-
	****%***	**%*	*-%*	*-%*	**	**	*-%*	*-%*	*1%*	**	**	*-%*
Parcels to go	**2**	2	-	-	**	**	-	-	2	**	**	-
	****%***	**%*	*-%*	*-%*	**	**	*-%*	*-%*	*1%*	**	**	*-%*
Interlink / Interlink Express / Direct	**2**	2	-	-	**	**	-	2	-	**	**	-
	****%***	**%*	*-%*	*-%*	**	**	*-%*	*1%*	*-%*	**	**	*-%*
Neo Post	**2**	2	*	-	**	**	*	-	2	**	**	-
	****%***	**%*	**%*	*-%*	**	**	**%*	*-%*	*1%*	**	**	*-%*
Pitney Bowes	**2**	2	-	-	**	**	-	-	-	**	**	-
	****%***	**%*	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	*-%*
										ab		

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	743	462	175	58	48	-	281	137	131	47	26	83
Weighted total	735	701	21	7	6	-	34	212	163	57	19	36
Collect Plus	1	1	-	-	**	**	-	1	1	**	**	-
	*%	*%	-%	-%	**	**	-%	*%	*%	**	**	-%
Fastway Couriers	1	*	*	-	**	**	*	-	*	**	**	-
	*%	*%	*%	-%	**	**	*%	-%	*%	**	**	-%
Priority Express	1	*	-	*	**	**	*	-	*	**	**	-
	*%	*%	-%	1%	**	**	*%	-%	*%	**	**	-%
Tuffnels	*	-	*	*	**	**	*	-	-	**	**	*
	*%	-%	1%	4%	**	**	1%	-%	-%	**	**	1%
			a	a			a					
Yodel	*	-	*	-	**	**	*	-	-	**	**	-
	*%	-%	*%	-%	**	**	*%	-%	-%	**	**	-%
Local Courier	*	-	-	*	**	**	*	-	-	**	**	*
	*%	-%	-%	1%	**	**	*%	-%	-%	**	**	*%
				a								
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Secured Mail	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
MHI (Mail Handling International)	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Eagle Couriers	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Lynx	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
First Post	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
One Post	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Wey Group International	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
ENC	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Fast Track	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Euro	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
UK / British Mail	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Freight - Better / Night	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	743	462	175	58	48	-	281	137	131	47	26	83
Weighted total	735	701	21	7	6	-	34	212	163	57	19	36
Global Mailing	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Haynes	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Business Post	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Legal Post	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
AJG Parcels	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Parcel Line	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Coopers Carriers	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
DHS	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Securicor	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Citipost	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Pallet Lines	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Postal Sort	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Amazon	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
None	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Don't know	-	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%
Other answers	32	30	1	*	**	**	2	3	11	**	**	3
	4%	4%	7%	6%	**	**	6%	1%	6%	**	**	7%
									a			a
NET: RM Only	486	464	13	4	**	**	22	157	108	**	**	17
	66%	66%	64%	62%	**	**	67%	74%	66%	**	**	46%
					b			ce	e			
NET: Provider other than RM only	249	237	7	3	**	**	11	55	55	**	**	19
	34%	34%	36%	38%	**	**	33%	26%	34%	**	**	54%
			d							a		ab

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	743	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total	735	74	67	115	15	63	121	63	60	65	645	27	30	32
Royal Mail	486	45	**	86	**	**	78	45	**	33	417	20	24	25
	66%	61%	**	75%	**	**	65%	71%	**	51%	65%	74%	79%	77%
				ei				i				ei	aefij	aeij
DHL	33	*	**	7	**	**	4	2	**	14	30	1	1	1
	4%	*%	**	6%	**	**	3%	4%	**	21%	5%	5%	2%	2%
										abcefghjk lm				
Parcelforce	31	5	**	2	**	**	5	4	**	4	26	2	1	3
	4%	6%	**	2%	**	**	4%	6%	**	6%	4%	6%	4%	8%
														c
DPD	29	*	**	5	**	**	9	2	**	6	28	*	-	1
	4%	*%	**	5%	**	**	7%	3%	**	9%	4%	*%	-%	3%
				l			akl		akl	aekl				
Hermes	26	*	**	4	**	**	8	-	**	4	25	-	*	1
	4%	*%	**	3%	**	**	7%	-%	**	6%	4%	-%	2%	3%
						k	k		k	k				
APC	22	2	**	2	**	**	2	-	**	-	21	1	-	-
	3%	2%	**	2%	**	**	1%	-%	**	-%	3%	4%	-%	-%
			fgilm			fgijlm								
TNT Express	19	2	**	4	**	**	7	-	**	*	18	*	1	*
	3%	3%	**	3%	**	**	6%	-%	**	*%	3%	*%	2%	1%
UPS	15	4	**	*	**	**	*	2	**	*	13	2	*	-
	2%	5%	**	*%	**	**	*%	3%	**	*%	2%	6%	*%	-%
		cflm										cfjlm		
UK Mail	10	-	**	-	**	**	2	*	**	-	10	-	-	-
	1%	-%	**	-%	**	**	2%	*%	**	-%	2%	-%	-%	-%
			acghijkl m											
FedEx	10	3	**	2	**	**	2	2	**	*	9	*	1	*
	1%	3%	**	2%	**	**	2%	3%	**	*%	1%	*%	2%	*%
Interparcel	5	3	**	-	**	**	-	2	**	-	5	-	-	-
	1%	4%	**	-%	**	**	-%	3%	**	-%	1%	-%	-%	-%
		j												
DX	4	2	**	-	**	**	*	*	**	-	4	*	-	-
	1%	3%	**	-%	**	**	*%	*%	**	-%	1%	*%	-%	-%
Whistl (Previously known as TNT Post)	2	2	**	-	**	**	-	-	**	-	2	-	-	-
	*%	3%	**	-%	**	**	-%	-%	**	-%	*%	-%	-%	-%
		j												
Parcels to go	2	-	**	-	**	**	-	2	**	-	2	-	-	-
	*%	-%	**	-%	**	**	-%	3%	**	-%	*%	-%	-%	-%
								j						
Interlink / Interlink Express / Direct	2	-	**	-	**	**	-	-	**	-	2	-	-	-
	*%	-%	**	-%	**	**	-%	-%	**	-%	*%	-%	-%	-%
Neo Post	2	-	**	-	**	**	2	-	**	-	2	*	-	-
	*%	-%	**	-%	**	**	2%	-%	**	-%	*%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total	**735**	74	67	115	15	63	121	63	60	65	645	27	30	32
Pitney Bowes	**2**	-	**	-	**	**	2	-	**	-	2	-	-	-
	***%**	-%	**	-%	**	**	*2%*	-%	**	-%	*%*	-%	-%	-%
Collect Plus	**1**	-	**	-	**	**	-	-	**	-	-	-	1	-
	***%**	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	*4%* j	-%
Fastway Couriers	**1**	-	**	-	**	**	-	-	**	-	-	-	-	1
	***%**	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	*2%* j
Priority Express	**1**	-	**	-	**	**	-	-	**	-	-	-	1	-
	***%**	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	*2%* j	-%
Tuffnels	*	*	**	-	**	**	-	-	**	-	*	-	-	-
	***%**	*%*	**	-%	**	**	-%	-%	**	-%	*%*	-%	-%	-%
Yodel	*	-	**	-	**	**	-	-	**	-	-	-	-	*
	***%**	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	*%*
Local Courier	*	-	**	-	**	**	-	-	**	-	-	-	*	-
	***%**	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	*%*	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Secured Mail	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Lynx	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
First Post	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
One Post	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Wey Group International	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
ENC	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Fast Track	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Euro	-	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total	**735**	74	67	115	15	63	121	63	60	65	645	27	30	32
UK / British Mail	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Global Mailing	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Haynes	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Business Post	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Legal Post	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
DHS	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Securicor	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Citipost	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Amazon	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
None	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Don't know	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
Other answers	**32**	6	**	2	**	**	*	2	**	4	30	1	1	1
	4%	*8%*	**	*2%*	**	**	*%*	*3%*	**	*7%*	*5%*	*2%*	*2%*	*2%*
		f	f			**cfm**			f	f	f			
NET: RM Only	**486**	45	**	86	**	**	78	45	**	33	417	20	24	25
	66%	*61%*	**	*75%*	**	**	*65%*	*71%*	**	*51%*	*65%*	*74%*	*79%*	*77%*
				ei				i				**ei**	**aefij**	**aeij**
NET: Provider other than RM only	**249**	29	**	29	**	**	43	18	**	32	228	7	6	7
	34%	*39%*	**	*25%*	**	**	*35%*	*29%*	**	*49%*	*35%*	*26%*	*21%*	*23%*
		lm				**cklm**	**l**			**cgklm**	**lm**			

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QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	743	63	35	90	13	48	103	43	50	53	498	76	85	84
Weighted total	735	80	61	107	13	58	141	54	58	68	641	32	30	33
Royal Mail	486	51	**	84	**	**	92	**	**	36	417	20	24	25
	66%	64%	**	78%	**	**	65%	**	**	53%	65%	64%	79%	77%
				eijk									aefijk	eij
DHL	33	*	**	7	**	**	4	**	**	14	30	1	1	1
	4%	*%	**	7%	**	**	3%	**	**	20%	5%	4%	2%	2%
				a						abcefghjk lm				
Parcelforce	31	5	**	4	**	**	3	**	**	4	26	2	1	3
	4%	6%	**	3%	**	**	2%	**	**	5%	4%	6%	4%	8%
DPD	29	*	**	-	**	**	14	**	**	6	28	*	-	1
	4%	*%	**	-%	**	**	10%	**	**	8%	4%	*%	-%	3%
							acejkl		ackl	ackl	c			
Hermes	26	*	**	4	**	**	8	**	**	4	25	-	*	1
	4%	*%	**	3%	**	**	6%	**	**	6%	4%	-%	2%	3%
						k	k		k	k				
APC	22	4	**	2	**	**	*	**	**	-	21	1	-	*
	3%	4%	**	2%	**	**	*%	**	**	-%	3%	3%	-%	*%
		f	fgilm			cfgijlm								
TNT Express	19	*	**	4	**	**	9	**	**	*	17	*	1	*
	3%	*%	**	3%	**	**	6%	**	**	*%	3%	1%	2%	1%
UPS	15	4	**	*	**	**	2	**	**	*	13	2	*	-
	2%	5%	**	*%	**	**	2%	**	**	*%	2%	6%	*%	-%
		cm										clm		
UK Mail	10	-	**	-	**	**	2	**	**	-	10	-	-	-
	1%	-%	**	-%	**	**	2%	**	**	-%	2%	-%	-%	-%
			acfghijk lm											
FedEx	10	3	**	2	**	**	2	**	**	*	9	*	1	*
	1%	3%	**	2%	**	**	1%	**	**	*%	1%	*%	2%	*%
Interparcel	5	3	**	-	**	**	-	**	**	-	5	-	-	-
	1%	4%	**	-%	**	**	-%	**	**	-%	1%	-%	-%	-%
		j												
DX	4	2	**	-	**	**	-	**	**	-	4	*	-	-
	1%	3%	**	-%	**	**	-%	**	**	-%	1%	*%	-%	-%
Whistl (Previously known as TNT Post)	2	2	**	-	**	**	-	**	**	-	2	-	-	-
	*%	3%	**	-%	**	**	-%	**	**	-%	*%	-%	-%	-%
		j												
Parcels to go	2	-	**	-	**	**	-	**	**	-	2	-	-	-
	*%	-%	**	-%	**	**	-%	**	**	-%	*%	-%	-%	-%
								fj						
Interlink / Interlink Express / Direct	2	-	**	-	**	**	-	**	**	-	-	2	-	-
	*%	-%	**	-%	**	**	-%	**	**	-%	-%	6%	-%	-%
												acfjlm		
Neo Post	2	-	**	-	**	**	2	**	**	-	2	*	-	-
	*%	-%	**	-%	**	**	1%	**	**	-%	*%	*%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
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Weighted total	735	80	61	107	13	58	141	54	58	68	641	32	30	33
Pitney Bowes	2	-	**	-	**	**	2	**	**	-	2	-	-	-
	*%	-%	**	-%	**	**	1%	**	**	-%	*%	-%	-%	-%
Collect Plus	1	-	**	-	**	**	-	**	**	-	-	-	1	-
	*%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	4%	-%
													fj	
Fastway Couriers	1	-	**	-	**	**	-	**	**	-	-	-	-	1
	*%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	2%
														j
Priority Express	1	-	**	-	**	**	-	**	**	-	-	-	1	-
	*%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	2%	-%
													j	
Tuffnels	*	*	**	-	**	**	-	**	**	-	*	-	-	-
	*%	*%	**	-%	**	**	-%	**	**	-%	*%	-%	-%	-%
Yodel	*	-	**	-	**	**	-	**	**	-	-	-	-	*
	*%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	*%
Local Courier	*	-	**	-	**	**	-	**	**	-	-	-	*	-
	*%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Secured Mail	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Lynx	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
First Post	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
One Post	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
ENC	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Euro	-	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%

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Weighted total	**735**	80	61	107	13	58	141	54	58	68	641	32	30	33
UK / British Mail	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Global Mailing	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Haynes	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Business Post	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Legal Post	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Amazon	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
None	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Don't know	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
Other answers	**32**	6	**	1	**	**	*	**	**	4	27	3	1	1
	4%	*7%*	**	*1%*	**	**	*%*	**	**	*6%*	*4%*	*9%*	*2%*	*2%*
		cf	**cf**			**cf**			**cfm**	**cf**	f	**cfm**		
NET: RM Only	**486**	51	**	84	**	**	92	**	**	36	417	20	24	25
	66%	*64%*	**	*78%*	**	**	*65%*	**	**	*53%*	*65%*	*64%*	*79%*	*77%*
				eijk									**aefijk**	**eij**
NET: Provider other than RM only	**249**	29	**	23	**	**	49	**	**	32	224	11	6	7
	34%	*36%*	**	*22%*	**	**	*35%*	**	**	*47%*	*35%*	*36%*	*21%*	*23%*
		l				**clm**	l			**clm**	**clm**	**cl**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	743	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total	735	12	123	8	46	297	9	23	209	583	152	675	60	717	18
Royal Mail	486	**	53	**	36	174	**	**	172	374	112	445	41	473	**
	66%	**	43%	**	78% be	59% b	**	**	82% be	64%	73% a	66%	68%	66%	**
DHL	33	**	5	**	2	16	**	**	8	25	7	33	-	33	**
	4%	**	4%	**	4%	6%	**	**	4%	4%	5%	5%	-%	5%	**
Parcelforce	31	**	9	**	2	11	**	**	8	27	4	27	4	29	**
	4%	**	7%	**	4%	4%	**	**	4%	5%	3%	4%	7%	4%	**
DPD	29	**	6	**	*	17	**	**	6	24	5	23	6	29	**
	4%	**	5%	**	1%	6%	**	**	3%	4%	3%	3%	9% a	4%	**
Hermes	26	**	2	**	-	20	**	**	4	22	5	26	*	26	**
	4%	**	2%	**	-%	7% bh	**	**	2%	4%	3%	4%	*%	4%	**
APC	22	**	8	**	1	10	**	**	4	22	*	22	*	22	**
	3%	**	7% h	**	1%	3%	**	**	2%	4% b	*%	3%	*%	3%	**
TNT Express	19	**	4	**	2	9	**	**	2	16	3	19	*	16	**
	3%	**	4%	**	5%	3%	**	**	1%	3%	2%	3%	*%	2%	**
UPS	15	**	3	**	3	8	**	**	1	12	2	13	2	15	**
	2%	**	3%	**	6% h	3% h	**	**	*%	2%	2%	2%	4%	2%	**
UK Mail	10	**	2	**	-	6	**	**	2	10	*	10	-	10	**
	1%	**	2%	**	-%	2%	**	**	1%	2%	*%	1%	-%	1%	**
FedEx	10	**	8	**	-	1	**	**	*	10	-	10	-	10	**
	1%	**	7% eh	**	-%	*%	**	**	*%	2%	-%	1%	-%	1%	**
Interparcel	5	**	5	**	-	-	**	**	-	3	2	5	-	5	**
	1%	**	4% eh	**	-%	-%	**	**	-%	*%	1%	1%	-%	1%	**
DX	4	**	-	**	-	4	**	**	*	4	-	4	-	4	**
	1%	**	-%	**	-%	1%	**	**	*%	1%	-%	1%	-%	1%	**
Whistl (Previously known as TNT Post)	2	**	2	**	-	-	**	**	-	-	2	2	-	2	**
	*%	**	2% eh	**	-%	-%	**	**	-%	-%	1% a	*%	-%	*%	**
Parcels to go	2	**	-	**	-	2	**	**	-	2	-	-	2	2	**
	*%	**	-%	**	-%	1%	**	**	-%	*%	-%	-%	3% a	*%	**
Interlink / Interlink Express / Direct	2	**	-	**	-	2	**	**	-	-	2	-	2	2	**
	*%	**	-%	**	-%	1%	**	**	-%	-%	1% a	-%	3% a	*%	**
Neo Post	2	**	-	**	-	2	**	**	-	2	*	2	-	2	**
	*%	**	-%	**	-%	1%	**	**	-%	*%	*%	*%	-%	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	743	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total	735	12	123	8	46	297	9	23	209	583	152	675	60	717	18
Pitney Bowes	2	**	-	**	-	2	**	**	-	-	2	2	-	2	**
	*%	**	-%	**	-%	1%	**	**	-%	-%	1% a	*%	-%	*%	**
Collect Plus	1	**	-	**	-	1	**	**	-	1	-	1	-	1	**
	*%	**	-%	**	-%	*%	**	**	-%	*%	-%	*%	-%	*%	**
Fastway Couriers	1	**	*	**	*	-	**	**	-	*	*	1	-	1	**
	*%	**	*%	**	*%	-%	**	**	-%	*%	*%	*%	-%	*%	**
Priority Express	1	**	-	**	-	-	**	**	1	1	-	*	*	1	**
	*%	**	-%	**	-%	-%	**	**	*%	*%	-%	*%	*%	*%	**
Tuffnels	*	**	*	**	*	-	**	**	-	*	*	*	-	*	**
	*%	**	*%	**	*%	-%	**	**	-%	*%	*%	*%	-%	*%	**
Yodel	*	**	-	**	-	*	**	**	-	-	*	-	*	*	**
	*%	**	-%	**	-%	*%	**	**	-%	-%	*%	-%	*%	*%	**
Local Courier	*	**	*	**	-	-	**	**	-	*	-	*	-	*	**
	*%	**	*%	**	-%	-%	**	**	-%	*%	-%	*%	-%	*%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Secured Mail	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Eagle Couriers	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Lynx	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
First Post	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
One Post	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Wey Group International	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
ENC	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Fast Track	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Euro	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
UK / British Mail	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	743	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total	735	12	123	8	46	297	9	23	209	583	152	675	60	717	18
Freight - Better / Night	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Global Mailing	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Haynes	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Business Post	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Legal Post	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
AJG Parcels	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Parcel Line	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Coopers Carriers	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
DHS	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Securicor	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Citipost	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Pallet Lines	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Postal Sort	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Amazon	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
None	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Don't know	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
Other answers	32	**	13	**	*	12	**	**	2	26	5	29	3	32	**
	4%	**	11%	**	*%	4%	**	**	1%	4%	4%	4%	5%	4%	**
			deh												
NET: RM Only	486	**	53	**	36	174	**	**	172	374	112	445	41	473	**
	66%	**	43%	**	78%	59%	**	**	82%	64%	73%	66%	68%	66%	**
					be	b			be		a				
NET: Provider other than RM only	249	**	69	**	10	123	**	**	37	208	40	229	19	244	**
	34%	**	57%	**	22%	41%	**	**	18%	36%	27%	34%	32%	34%	**
			deh			dh				b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**743**	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total	**735**	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
Royal Mail	**486**	190	95	197	316	146	21	**	**	**	**	**	461	25	55	261	171
	66%	*68%*	*66%*	*65%*	*72%*	*58%*	*52%*	**	**	**	**	**	*67%*	*54%*	*76%*	*72%*	*57%*
					bcj								bcj		c	c	
DHL	**33**	17	8	8	20	12	-	**	**	**	**	**	32	*	*	20	12
	4%	*6%*	*6%*	*3%*	*5%*	*5%*	*-%*	**	**	**	**	**	*5%*	*%*	*%*	*6%*	*4%*
		c															
Parcelforce	**31**	10	5	17	16	14	*	**	**	**	**	**	30	1	5	11	15
	4%	*4%*	*3%*	*5%*	*4%*	*6%*	*%*	**	**	**	**	**	*4%*	*2%*	*7%*	*3%*	*5%*
DPD	**29**	3	6	20	15	10	4	**	**	**	**	**	25	4	*	15	14
	4%	*1%*	*4%*	*7%*	*4%*	*4%*	*9%*	**	**	**	**	**	*4%*	*8%*	*1%*	*4%*	*5%*
				a			i										
Hermes	**26**	12	4	10	17	8	2	**	**	**	**	**	25	2	6	11	10
	4%	*4%*	*3%*	*3%*	*4%*	*3%*	*5%*	**	**	**	**	**	*4%*	*4%*	*8%*	*3%*	*3%*
APC	**22**	6	3	12	4	16	2	**	**	**	**	**	20	2	1	4	18
	3%	*2%*	*2%*	*4%*	*1%*	*6%*	*5%*	**	**	**	**	**	*3%*	*5%*	*1%*	*1%*	*6%*
						ai	a						a	a			b
TNT Express	**19**	5	2	10	4	8	6	**	**	**	**	**	12	7	2	2	14
	3%	*2%*	*2%*	*3%*	*1%*	*3%*	*16%*	**	**	**	**	**	*2%*	*14%*	*3%*	*1%*	*5%*
						a	abi							abi			b
UPS	**15**	6	8	1	9	5	1	**	**	**	**	**	14	1	3	6	6
	2%	*2%*	*5%*	*%*	*2%*	*2%*	*2%*	**	**	**	**	**	*2%*	*1%*	*4%*	*2%*	*2%*
		c	c														
UK Mail	**10**	4	2	4	2	8	-	**	**	**	**	**	10	-	-	2	8
	1%	*1%*	*1%*	*1%*	*%*	*3%*	*-%*	**	**	**	**	**	*1%*	*-%*	*-%*	*1%*	*3%*
						a											b
FedEx	**10**	2	3	5	4	5	*	**	**	**	**	**	10	*	-	4	6
	1%	*1%*	*2%*	*2%*	*1%*	*2%*	*1%*	**	**	**	**	**	*1%*	*1%*	*-%*	*1%*	*2%*
Interparcel	**5**	-	-	5	2	3	-	**	**	**	**	**	5	-	-	2	3
	1%	*-%*	*-%*	*2%*	*%*	*1%*	*-%*	**	**	**	**	**	*1%*	*-%*	*-%*	*1%*	*1%*
				a													
DX	**4**	2	2	*	4	-	*	**	**	**	**	**	4	*	-	4	*
	1%	*1%*	*1%*	*%*	*1%*	*-%*	*%*	**	**	**	**	**	*1%*	*%*	*-%*	*1%*	*%*
Whistl (Previously known as TNT Post)	**2**	2	-	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	%	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	**	**	**	**	**	*%*	*-%*	*-%*	*1%*	*-%*
Parcels to go	**2**	-	2	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	%	*-%*	*1%*	*-%*	*%*	*-%*	*-%*	**	**	**	**	**	*%*	*-%*	*-%*	*1%*	*-%*
			ac														
Interlink / Interlink Express / Direct	**2**	-	-	2	-	2	-	**	**	**	**	**	2	-	-	-	2
	%	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**	**	**	**	**	*%*	*-%*	*-%*	*-%*	*1%*
Neo Post	**2**	*	-	2	2	*	-	**	**	**	**	**	2	-	-	2	*
	%	*%*	*-%*	*1%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	*-%*	*-%*	*1%*	*%*
Pitney Bowes	**2**	2	-	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	%	*1%*	*-%*	*-%*	*%*	*-%*	*-%*	**	**	**	**	**	*%*	*-%*	*-%*	*1%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**743**	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total	**735**	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
Collect Plus	**1**	1	1	-	1	-	-	**	**	**	**	**	1	-	-	1	-
	***%**	*%	*%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
Fastway Couriers	**1**	1	-	-	*	*	-	**	**	**	**	**	1	-	-	*	*
	***%**	*%	-%	-%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
Priority Express	**1**	*	-	*	*	*	-	**	**	**	**	**	1	-	-	*	*
	***%**	*%	-%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
Tuffnels	*	*	-	*	-	*	-	**	**	**	**	**	*	*	-	-	*
	***%**	*%	-%	*%	-%	*%	-%	**	**	**	**	**	*%	1%	-%	-%	*%
Yodel	*	-	-	*	-	-	*	**	**	**	**	**	-	*	-	-	*
	***%**	-%	-%	*%	-%	-%	*%	**	**	**	**	**	-%	*%	-%	-%	*%
Local Courier	*	-	-	-	*	-	-	**	**	**	**	**	*	-	-	*	-
	***%**	-%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
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ENC	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
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Freight - Better / Night	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
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Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**743**	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total	**735**	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
Global Mailing	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
Other answers	**32**	17	3	11	13	14	4	**	**	**	**	**	27	4	*	13	19
	4%	*6%*	*2%*	*4%*	*3%*	*6%*	*11%*	**	**	**	**	**	*4%*	*10%*	*%*	*3%*	*6%*
							ai							**ai**			
NET: RM Only	**486**	190	95	197	316	146	21	**	**	**	**	**	461	25	55	261	171
	66%	*68%*	*66%*	*65%*	*72%*	*58%*	*52%*	**	**	**	**	**	*67%*	*54%*	*76%*	*72%*	*57%*
					bcj								**bcj**		c	c	
NET: Provider other than RM only	**249**	91	48	106	120	107	20	**	**	**	**	**	227	21	17	103	128
	34%	*32%*	*34%*	*35%*	*28%*	*42%*	*48%*	**	**	**	**	**	*33%*	*46%*	*24%*	*28%*	*43%*
						ai	**ai**							**ai**			**ab**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

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Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total	**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
Royal Mail	**486**	335	317	388	486	159	327	336	**	**	**	**	**	**	471	**	**	**	**	**	**	**
	66%	*68%*	*69%*	*68%*	*66%*	*67%*	*66%*	*66%*	**	**	**	**	**	**	*67%*	**	**	**	**	**	**	**
									a													
DHL	**33**	19	21	25	33	9	22	23	**	**	**	**	**	**	32	**	**	**	**	**	**	**
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Parcelforce	**31**	21	17	25	31	7	15	24	**	**	**	**	**	**	31	**	**	**	**	**	**	**
	4%	*4%*	*4%*	*4%*	*4%*	*3%*	*3%*	*5%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
DPD	**29**	17	20	20	29	8	19	19	**	**	**	**	**	**	29	**	**	**	**	**	**	**
	4%	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Hermes	**26**	14	11	20	26	6	14	18	**	**	**	**	**	**	25	**	**	**	**	**	**	**
	4%	*3%*	*2%*	*3%*	*4%*	*3%*	*3%*	*4%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
APC	**22**	13	13	18	22	9	15	18	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*3%*	*4%*	*3%*	*4%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
TNT Express	**19**	9	11	11	19	11	16	11	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	3%	*2%*	*2%*	*2%*	*3%*	*5%*	*3%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
						ac																
UPS	**15**	8	10	10	15	7	13	10	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
UK Mail	**10**	6	6	8	10	4	10	8	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
FedEx	**10**	8	6	8	10	3	10	7	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Interparcel	**5**	2	2	2	5	2	5	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*%*	*%*	*%*	*1%*	*1%*	*1%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
DX	**4**	4	2	4	4	*	2	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*%*	*%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Whistl (Previously known as TNT Post)	**2**	2	2	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Parcels to go	**2**	2	-	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*-%*	*%*	*%*	*-%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Interlink / Interlink Express / Direct	**2**	2	2	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*-%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Neo Post	**2**	2	2	2	2	2	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*1%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
						f																
Pitney Bowes	**2**	-	-	-	2	-	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Collect Plus	**1**	1	1	1	1	1	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Fastway Couriers	**1**	*	*	*	1	*	1	*	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

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	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total	**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
Priority Express	**1**	1	1	1	1	-	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Tuffnels	*	*	*	*	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
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Yodel	*	*	*	*	*	-	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	-%	*%	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Local Courier	*	-	-	-	*	-	-	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
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Secured Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Eagle Couriers	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Lynx	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
First Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
One Post	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Wey Group International	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
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ENC	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
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Fast Track	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Euro	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
UK / British Mail	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Freight - Better / Night	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Global Mailing	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Haynes	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
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Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total	**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
Business Post	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Legal Post	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
AJG Parcels	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Parcel Line	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Coopers Carriers	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
DHS	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Securicor	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Citipost	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Pallet Lines	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Postal Sort	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Amazon	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
None	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other answers	**32**	23	17	23	32	8	18	23	**	**	**	**	**	**	29	**	**	**	**	**	**	**
	4%	*5%*	*4%*	*4%*	*4%*	*3%*	*4%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
NET: RM Only	**486**	335	317	388	486	159	327	336	**	**	**	**	**	**	471	**	**	**	**	**	**	**
	66%	*68%*	*69%*	*68%*	*66%*	*67%*	*66%*	*66%*	**	**	**	**	**	**	*67%*	**	**	**	**	**	**	**
									a													
NET: Provider other than RM only	**249**	154	145	186	249	77	169	177	**	**	**	**	**	**	236	**	**	**	**	**	**	**
	34%	*32%*	*31%*	*32%*	*34%*	*33%*	*34%*	*34%*	**	**	**	**	**	**	*33%*	**	**	**	**	**	**	**
								b														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**743**	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	**735**	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
Royal Mail	**486**	74	97	123	90	**	192	117	99	75	**	283	**	171	482	4
	66%	*63%*	*76%*	*61%*	*75%*	**	*75%*	*73%*	*57%*	*55%*	**	*58%*	**	*85%*	*87%*	*2%*
			ac		**ac**		**cd**	**cd**						**ab**	b	
DHL	**33**	7	4	11	3	**	16	5	8	2	**	22	**	8	16	17
	4%	*6%*	*3%*	*5%*	*2%*	**	*6%*	*3%*	*5%*	*2%*	**	*5%*	**	*4%*	*3%*	*10%*
							d									a
Parcelforce	**31**	10	3	7	6	**	14	3	6	8	**	22	**	9	16	15
	4%	*8%*	*2%*	*3%*	*5%*	**	*5%*	*2%*	*3%*	*6%*	**	*4%*	**	*5%*	*3%*	*8%*
		b														a
DPD	**29**	2	1	8	9	**	2	-	12	13	**	24	**	3	8	21
	4%	*2%*	*1%*	*4%*	*8%*	**	*1%*	*-%*	*7%*	*10%*	**	*5%*	**	*1%*	*1%*	*12%*
					ab				**ab**	**ab**		c	c			a
Hermes	**26**	8	-	8	4	**	14	1	4	7	**	20	**	4	10	17
	4%	*7%*	*-%*	*4%*	*3%*	**	*5%*	*1%*	*3%*	*5%*	**	*4%*	**	*2%*	*2%*	*9%*
		b		b			b			b						a
APC	**22**	6	4	8	1	**	2	3	12	6	**	22	**	-	5	18
	3%	*5%*	*3%*	*4%*	*1%*	**	*1%*	*2%*	*7%*	*4%*	**	*5%*	**	*-%*	*1%*	*10%*
		d		d					**ab**	a		c				a
TNT Express	**19**	-	8	3	*	**	-	7	5	7	**	18	**	1	4	15
	3%	*-%*	*6%*	*1%*	**%*	**	*-%*	*5%*	*3%*	*5%*	**	*4%*	**	**%*	*1%*	*8%*
			acd					a	a	a		c				a
UPS	**15**	3	*	6	1	**	4	2	3	5	**	12	**	2	5	10
	2%	*3%*	**%*	*3%*	*1%*	**	*2%*	*2%*	*2%*	*3%*	**	*3%*	**	*1%*	*1%*	*6%*
																a
UK Mail	**10**	2	2	-	2	**	2	2	2	4	**	10	**	*	*	10
	1%	*2%*	*1%*	*-%*	*2%*	**	*1%*	*1%*	*1%*	*3%*	**	*2%*	**	**%*	**%*	*5%*
												c				a
FedEx	**10**	-	2	2	4	**	*	2	4	3	**	10	**	-	5	5
	1%	*-%*	*2%*	*1%*	*3%*	**	**%*	*2%*	*2%*	*2%*	**	*2%*	**	*-%*	*1%*	*3%*
									a	a		c				a
Interparcel	**5**	-	-	2	-	**	-	-	2	-	**	5	**	-	-	5
	1%	*-%*	*-%*	*1%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	**	*1%*	**	*-%*	*-%*	*3%*
																a
DX	**4**	2	-	2	*	**	2	-	2	*	**	2	**	*	*	4
	1%	*2%*	*-%*	*1%*	**%*	**	*1%*	*-%*	*1%*	**%*	**	**%*	**	**%*	**%*	*2%*
													ac			a
Whistl (Previously known as TNT Post)	**2**	-	-	2	-	**	2	-	-	-	**	2	**	-	2	-
	****%***	*-%*	*-%*	*1%*	*-%*	**	*1%*	*-%*	*-%*	*-%*	**	**%*	**	*-%*	**%*	*-%*
Parcels to go	**2**	2	-	-	-	**	-	2	-	-	**	2	**	-	-	2
	****%***	*2%*	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	**	**%*	**	*-%*	*-%*	*1%*
																a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**743**	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	**735**	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
Interlink / Interlink Express / Direct	**2**	-	-	2	-	**	-	-	2	-	**	2	**	-	2	-
	***%**	-%	-%	*1%*	-%	**	-%	-%	*1%*	-%	**	*%	**	-%	*%	-%
Neo Post	**2**	-	-	2	*	**	*	-	2	-	**	2	**	-	-	2
	***%**	-%	-%	*1%*	*%	**	*%	-%	*1%*	-%	**	*%	**	-%	-%	*1%*
																a
Pitney Bowes	**2**	-	-	-	-	**	2	-	-	-	**	-	**	-	-	2
	***%**	-%	-%	-%	-%	**	*1%*	-%	-%	-%	**	-%	**	-%	-%	*1%*
													ac			a
Collect Plus	**1**	1	-	1	-	**	1	1	-	-	**	1	**	1	1	1
	***%**	*%	-%	*%	-%	**	*%	*%	-%	-%	**	*%	**	*%	*%	*%
Fastway Couriers	**1**	-	-	-	*	**	-	*	*	-	**	*	**	*	*	*
	***%**	-%	-%	-%	*%	**	-%	*%	*%	-%	**	*%	**	*%	*%	*%
Priority Express	**1**	-	-	*	*	**	-	1	-	-	**	-	**	1	1	-
	***%**	-%	-%	*%	*%	**	-%	*%	-%	-%	**	-%	**	*%	*%	-%
Tuffnels	*	-	-	*	-	**	*	-	-	*	**	*	**	-	*	-
	***%**	-%	-%	*%	-%	**	*%	-%	-%	*%	**	*%	**	-%	*%	-%
Yodel	*	-	-	-	*	**	-	-	-	*	**	*	**	-	-	*
	***%**	-%	-%	-%	*%	**	-%	-%	-%	*%	**	*%	**	-%	-%	*%
Local Courier	*	-	-	-	-	**	*	-	-	-	**	-	**	-	-	*
	***%**	-%	-%	-%	-%	**	*%	-%	-%	-%	**	-%	**	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Secured Mail	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Lynx	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
First Post	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
One Post	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**743**	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	**735**	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
Wey Group International	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
ENC	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Fast Track	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Euro	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
UK / British Mail	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Global Mailing	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Haynes	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Business Post	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Legal Post	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Parcel Line	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
DHS	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Securicor	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Citipost	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Postal Sort	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**743**	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	**735**	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
Amazon	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
None	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Don't know	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Other answers	**32**	2	7	13	1	**	2	13	11	5	**	29	**	1	1	31
	4%	*2%*	*6%*	*6%*	**%*	**	*1%*	*8%*	*6%*	*4%*	**	*6%*	**	**%*	**%*	*17%*
			d	d				a	a			c	c			a
NET: RM Only	**486**	74	97	123	90	**	192	117	99	75	**	283	**	171	482	4
	66%	*63%*	*76%*	*61%*	*75%*	**	*75%*	*73%*	*57%*	*55%*	**	*58%*	**	*85%*	*87%*	*2%*
			ac		**ac**		**cd**	**cd**						**ab**	b	
NET: Provider other than RM only	**249**	44	31	78	31	**	64	43	75	62	**	206	**	30	75	174
	34%	*37%*	*24%*	*39%*	*25%*	**	*25%*	*27%*	*43%*	*45%*	**	*42%*	**	*15%*	*13%*	*98%*
		bd		**bd**					**ab**	**ab**		c	c			a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	743	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	735	545	29	492	243	532	42	486	249	184	441	88	-
Royal Mail	486	386	**	478	8	384	**	486	-	126	307	51	**
	66%	71%	**	97% b	3%	72% b	**	100% b	-%	69%	70% c	58%	**
DHL	33	23	**	4	29	21	**	-	33	6	16	9	**
	4%	4%	**	1%	12% a	4%	**	-%	13% a	3%	4%	10% ab	**
Parcelforce	31	21	**	4	27	20	**	-	31	12	17	5	**
	4%	4%	**	1%	11% a	4%	** a	-%	13% a	6%	4%	6%	**
DPD	29	17	**	-	29	13	**	-	29	4	15	1	**
	4%	3%	**	-%	12% a	2%	** a	-%	12% a	2%	3%	1%	**
Hermes	26	18	**	-	26	18	**	-	26	6	11	6	**
	4%	3%	**	-%	11% a	3%	**	-%	11% a	3%	3%	7% b	**
APC	22	18	**	-	22	17	**	-	22	8	13	3	**
	3%	3%	**	-%	9% a	3%	**	-%	9% a	4%	3%	3%	**
TNT Express	19	11	**	4	15	11	**	-	19	4	7	5	**
	3%	2%	**	1%	6% a	2%	**	-%	8% a	2%	2%	6% b	**
UPS	15	10	**	*	15	10	**	-	15	3	8	*	**
	2%	2%	**	*%	6% a	2%	**	-%	6% a	1%	2%	1%	**
UK Mail	10	4	**	-	10	4	**	-	10	*	6	-	**
	1%	1%	**	-%	4% a	1%	** a	-%	4% a	*%	1%	-%	**
FedEx	10	7	**	*	10	7	**	-	10	3	7	*	**
	1%	1%	**	*%	4% a	1%	**	-%	4% a	2%	2%	*%	**
Interparcel	5	2	**	-	5	2	**	-	5	2	2	-	**
	1%	*%	**	-%	2% a	*%	**	-%	2% a	1%	*%	-%	**
DX	4	4	**	-	4	2	**	-	4	*	4	*	**
	1%	1%	**	-%	2% a	*%	** a	-%	2% a	*%	1%	*%	**
Whistl (Previously known as TNT Post)	2	2	**	2	-	2	**	-	2	2	-	-	**
	*%	*%	**	*%	-%	*%	**	-%	1% a	1% b	-%	-%	**
Parcels to go	2	-	**	-	2	-	**	-	2	2	2	-	**
	*%	-%	**	-%	1% a	-%	** a	-%	1% a	1%	*%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	743	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	735	545	29	492	243	532	42	486	249	184	441	88	-
Interlink / Interlink Express / Direct	2	2	**	-	2	2	**	-	2	-	2	-	**
	*%	*%	**	-%	1% a	*%	**	-%	1% a	-%	*%	-%	**
Neo Post	2	-	**	-	2	-	**	-	2	-	2	2	**
	*%	-%	**	-%	1% a	-%	** a	-%	1% a	-%	*%	2% a	**
Pitney Bowes	2	-	**	-	2	-	**	-	2	-	-	-	**
	*%	-%	**	-%	1% a	-%	**	-%	1%	-%	-%	-%	**
Collect Plus	1	1	**	-	1	1	**	-	1	1	1	-	**
	*%	*%	**	-%	*%	*%	**	-%	*%	*%	*%	-%	**
Fastway Couriers	1	*	**	-	1	*	**	-	1	-	*	*	**
	*%	*%	**	-%	*%	*%	**	-%	*%	-%	*%	*%	**
Priority Express	1	1	**	-	1	1	**	-	1	*	1	-	**
	*%	*%	**	-%	*%	*%	**	-%	*%	*%	*%	-%	**
Tuffnels	*	*	**	-	*	*	**	-	*	-	*	-	**
	*%	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%	**
Yodel	*	*	**	-	*	*	**	-	*	-	*	-	**
	*%	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%	**
Local Courier	*	-	**	-	*	-	**	-	*	-	-	-	**
	*%	-%	**	-%	*%	-%	**	-%	*%	-%	-%	-%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Secured Mail	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**743**	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	**735**	545	29	492	243	532	42	486	249	184	441	88	-
Wey Group International	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Global Mailing	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal Post	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Amazon	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**743**	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	**735**	545	29	492	243	532	42	486	249	184	441	88	-
None	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Don't know	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Other answers	**32**	17	**	*	31	17	**	-	32	5	19	6	**
	4%	*3%*	**	*%*	*13%* a	*3%*	** a	*-%*	*13%* a	*3%*	*4%*	*7%*	**
NET: RM Only	**486**	386	**	478	8	384	**	486	-	126	307	51	**
	66%	*71%*	**	*97%* b	*3%*	*72%* b	**	*100%* b	*-%*	*69%*	*70%* c	*58%*	**
NET: Provider other than RM only	**249**	158	**	14	234	148	**	-	249	58	134	37	**
	34%	*29%*	**	*3%*	*97%* a	*28%*	** a	*-%*	*100%* a	*31%*	*30%*	*42%* b	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	743	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total	735	193	378	82	-	529	459	175	*	462	445	587	442	354	11
Royal Mail	486	139	261	57	**	329	331	93	**	333	316	476	317	255	**
	66%	72%	69%	70%	**	62%	72%	53%	**	72%	71%	81%	72%	72%	**
						c	ac					ab			
DHL	33	11	13	4	**	20	14	15	**	17	19	15	14	13	**
	4%	6%	3%	5%	**	4%	3%	9%	**	4%	4%	3%	3%	4%	**
								ab							
Parcelforce	31	7	13	5	**	27	13	8	**	17	16	16	21	10	**
	4%	4%	3%	7%	**	5%	3%	5%	**	4%	4%	3%	5%	3%	**
DPD	29	5	18	*	**	23	13	6	**	13	16	13	11	13	**
	4%	3%	5%	*%	**	4%	3%	4%	**	3%	4%	2%	2%	4%	**
			c												
Hermes	26	6	9	2	**	24	13	10	**	12	10	11	12	10	**
	4%	3%	3%	2%	**	5%	3%	5%	**	3%	2%	2%	3%	3%	**
APC	22	7	10	2	**	20	12	9	**	13	13	15	11	13	**
	3%	4%	3%	2%	**	4%	3%	5%	**	3%	3%	3%	2%	4%	**
TNT Express	19	7	9	*	**	16	12	5	**	9	11	11	11	7	**
	3%	3%	2%	*%	**	3%	3%	3%	**	2%	3%	2%	2%	2%	**
UPS	15	2	8	3	**	14	9	9	**	8	10	5	9	4	**
	2%	1%	2%	3%	**	3%	2%	5%	**	2%	2%	1%	2%	1%	**
								b							
UK Mail	10	-	6	-	**	10	6	2	**	2	4	4	4	4	**
	1%	-%	2%	-%	**	2%	1%	1%	**	*%	1%	1%	1%	1%	**
FedEx	10	2	6	*	**	7	7	5	**	7	5	5	5	5	**
	1%	1%	2%	*%	**	1%	1%	3%	**	2%	1%	1%	1%	1%	**
Interparcel	5	-	2	-	**	5	-	-	**	2	2	-	2	-	**
	1%	-%	*%	-%	**	1%	-%	-%	**	*%	*%	-%	*%	-%	**
						b									
DX	4	*	2	*	**	4	*	-	**	4	2	2	4	2	**
	1%	*%	1%	*%	**	1%	*%	-%	**	1%	1%	*%	1%	1%	**
Whistl (Previously known as TNT Post)	2	2	-	-	**	2	-	-	**	2	2	2	2	2	**
	*%	1%	-%	-%	**	*%	-%	-%	**	*%	*%	*%	*%	1%	**
		b													
Parcels to go	2	-	-	-	**	2	2	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	*%	*%	-%	**	-%	-%	-%	-%	-%	**
Interlink / Interlink Express / Direct	2	-	2	-	**	2	-	-	**	2	2	-	-	2	**
	*%	-%	1%	-%	**	*%	-%	-%	**	*%	*%	-%	-%	1%	**
Neo Post	2	-	2	2	**	-	2	2	**	2	2	-	2	2	**
	*%	-%	1%	2%	**	-%	*%	1%	**	*%	*%	-%	*%	1%	**
				a				a							
Pitney Bowes	2	-	-	-	**	-	2	-	**	-	-	-	-	-	**
	*%	-%	-%	-%	**	-%	*%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**743**	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total	**735**	193	378	82	-	529	459	175	*	462	445	587	442	354	11
Collect Plus	**1**	1	1	-	**	-	1	-	**	1	1	-	1	1	**
	***%**	*%	*%	-%	**	-%	*%	-%	**	*%	*%	-%	*%	*%	**
Fastway Couriers	**1**	*	-	*	**	1	*	-	**	*	*	*	*	*	**
	***%**	*%	-%	*%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Priority Express	**1**	1	1	-	**	*	1	-	**	1	1	1	1	*	**
	***%**	*%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Tuffnels	*	-	*	-	**	*	-	-	**	*	*	*	*	*	**
	***%**	-%	*%	-%	**	*%	-%	-%	**	*%	*%	*%	*%	*%	**
Yodel	*	-	*	-	**	*	*	-	**	*	*	*	*	*	**
	***%**	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Local Courier	*	-	-	-	**	*	-	-	**	-	-	*	-	-	**
	***%**	-%	-%	-%	**	*%	-%	-%	**	-%	-%	*%	-%	-%	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Secured Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
MHI (Mail Handling International)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Eagle Couriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Lynx	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
First Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
One Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Wey Group International	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
ENC	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fast Track	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Euro	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
UK / British Mail	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Freight - Better / Night	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	743	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total	735	193	378	82	-	529	459	175	*	462	445	587	442	354	11
Global Mailing	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Haynes	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Business Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Legal Post	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
AJG Parcels	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Parcel Line	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Coopers Carriers	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
DHS	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Securicor	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Citipost	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Pallet Lines	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Postal Sort	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Amazon	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other answers	32	3	15	6	**	22	19	11	**	18	13	9	16	10	**
	4%	2%	4%	7%	**	4%	4%	6%	**	4%	3%	2%	4%	3%	**
				a						c					
NET: RM Only	486	139	261	57	**	329	331	93	**	333	316	476	317	255	**
	66%	72%	69%	70%	**	62%	72%	53%	**	72%	71%	81%	72%	72%	**
						c	ac					ab			
NET: Provider other than RM only	249	54	117	25	**	199	128	82	**	130	129	111	125	99	**
	34%	28%	31%	30%	**	38%	28%	47%	**	28%	29%	19%	28%	28%	**
						b		ab		c	c				

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total	**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
Royal Mail	**486**	295	219	264	62	58	332	291	**	**	**	**	465	395	467	436	479
	66%	*74%*	*75%*	*75%*	*63%*	*67%*	*72%*	*74%*	**	**	**	**	*67%*	*65%*	*67%*	*65%*	*66%*
			d	d													
DHL	**33**	9	4	17	*	2	10	16	**	**	**	**	30	30	30	30	30
	4%	*2%*	*1%*	*5%*	*%*	*2%*	*2%*	*4%*	**	**	**	**	*4%*	*5%*	*4%*	*5%*	*4%*
				b													
Parcelforce	**31**	15	8	20	7	6	17	9	**	**	**	**	30	26	30	31	31
	4%	*4%*	*3%*	*6%*	*7%*	*7%*	*4%*	*2%*	**	**	**	**	*4%*	*4%*	*4%*	*5%*	*4%*
					b	b											
DPD	**29**	15	9	7	2	-	14	13	**	**	**	**	27	24	29	29	27
	4%	*4%*	*3%*	*2%*	*2%*	*-%*	*3%*	*3%*	**	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
Hermes	**26**	8	11	7	6	6	11	14	**	**	**	**	25	24	25	26	26
	4%	*2%*	*4%*	*2%*	*6%*	*7%*	*2%*	*3%*	**	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
					ac	**ac**											
APC	**22**	14	10	7	5	4	18	14	**	**	**	**	20	20	20	22	22
	3%	*4%*	*4%*	*2%*	*6%*	*4%*	*4%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
TNT Express	**19**	8	9	10	6	6	11	9	**	**	**	**	17	12	17	19	19
	3%	*2%*	*3%*	*3%*	*6%*	*7%*	*2%*	*2%*	**	**	**	**	*2%*	*2%*	*2%*	*3%*	*3%*
					a	a											
UPS	**15**	5	1	3	2	*	12	6	**	**	**	**	15	15	15	12	13
	2%	*1%*	*%*	*1%*	*2%*	*%*	*3%*	*2%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
					b												
UK Mail	**10**	8	4	2	-	-	4	2	**	**	**	**	10	8	10	8	10
	1%	*2%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
FedEx	**10**	3	2	2	2	2	7	7	**	**	**	**	10	10	10	10	10
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*2%*	**	**	**	**	*1%*	*2%*	*1%*	*1%*	*1%*
Interparcel	**5**	2	-	2	-	-	2	-	**	**	**	**	5	5	5	5	5
	1%	*%*	*-%*	*1%*	*-%*	*-%*	*%*	*-%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
DX	**4**	2	-	*	-	*	4	2	**	**	**	**	2	2	2	4	4
	1%	*1%*	*-%*	*%*	*-%*	*%*	*1%*	*1%*	**	**	**	**	*%*	*%*	*%*	*1%*	*1%*
Whistl (Previously known as TNT Post)	**2**	-	-	2	-	-	-	-	**	**	**	**	2	2	2	2	2
	%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Parcels to go	**2**	-	-	2	-	-	-	-	**	**	**	**	2	2	2	2	2
	%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Interlink / Interlink Express / Direct	**2**	-	2	-	-	-	-	2	**	**	**	**	2	2	2	2	2
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Neo Post	**2**	2	2	-	-	2	2	2	**	**	**	**	2	*	2	*	2
	%	*%*	*1%*	*-%*	*-%*	*2%*	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
						c											
Pitney Bowes	**2**	-	2	-	-	-	-	-	**	**	**	**	2	2	2	2	2
	%	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total	**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
Collect Plus	**1**	-	1	-	-	-	1	1	**	**	**	**	1	1	1	1	1
	***%**	-%	*%	-%	-%	-%	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Fastway Couriers	**1**	*	*	*	-	-	*	1	**	**	**	**	1	1	1	1	1
	***%**	*%	*%	*%	-%	-%	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Priority Express	**1**	-	-	-	-	-	1	*	**	**	**	**	1	1	1	1	1
	***%**	-%	-%	-%	-%	-%	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Tuffnels	*	*	-	*	-	-	*	*	**	**	**	**	*	*	*	*	*
	***%**	*%	-%	*%	-%	-%	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Yodel	*	-	*	*	-	-	*	*	**	**	**	**	*	*	*	*	*
	***%**	-%	*%	*%	-%	-%	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Local Courier	*	-	-	*	-	-	-	-	**	**	**	**	*	-	*	-	-
	***%**	-%	-%	*%	-%	-%	-%	-%	**	**	**	**	*%	-%	*%	-%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total	**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
Freight - Better / Night	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other answers	**32**	13	7	6	4	*	14	6	**	**	**	**	29	26	29	27	31
	4%	*3%*	*2%*	*2%*	*4%*	**%*	*3%*	*1%*	**	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
NET: RM Only	**486**	295	219	264	62	58	332	291	**	**	**	**	465	395	467	436	479
	66%	*74%*	*75%*	*75%*	*63%*	*67%*	*72%*	*74%*	**	**	**	**	*67%*	*65%*	*67%*	*65%*	*66%*
			d	d													
NET: Provider other than RM only	**249**	105	72	88	35	28	128	105	**	**	**	**	233	215	235	234	242
	34%	*26%*	*25%*	*25%*	*37%*	*33%*	*28%*	*26%*	**	**	**	**	*33%*	*35%*	*33%*	*35%*	*34%*
					bc												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	743	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	735	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
Royal Mail	486	311	459	116	**	389	**	96	388	72	**	14	73	95	318	72
	66%	63%	66%	59%	**	72%	**	62%	74% a	25%	**	17%	29% a	60%	68%	66%
DHL	33	27	31	14	**	23	**	7	23	31	**	7	26	10	16	7
	4%	5%	4%	7%	**	4%	**	5%	5%	11%	**	8%	10%	6%	3%	7%
Parcelforce	31	26	29	8	**	19	**	6	15	26	**	17	14	11	16	4
	4%	5%	4%	4%	**	4%	**	4%	3%	9%	**	20% b	6%	7%	3%	3%
DPD	29	21	29	5	**	17	**	4	15	27	**	10	19	11	14	4
	4%	4%	4%	2%	**	3%	**	3%	3%	9%	**	12%	7%	7% b	3%	4%
Hermes	26	19	26	10	**	14	**	11	10	25	**	9	17	10	15	2
	4%	4%	4%	5%	**	3%	**	7% b	2%	8%	**	11%	7%	6%	3%	2%
APC	22	14	22	4	**	15	**	10	12	20	**	7	15	4	13	5
	3%	3%	3%	2%	**	3%	**	6% b	2%	7%	**	8%	6%	3%	3%	5%
TNT Express	19	10	17	7	**	16	**	6	11	17	**	3	16	6	7	5
	3%	2%	2%	4%	**	3%	**	4%	2%	6%	**	4%	6%	4%	2%	5%
UPS	15	12	15	9	**	11	**	*	13	14	**	3	12	3	12	*
	2%	2%	2%	5% b	**	2%	**	*%	2%	5%	**	4%	5%	2%	2%	*%
UK Mail	10	6	10	4	**	4	**	2	2	8	**	*	10	2	6	2
	1%	1%	1%	2%	**	1%	**	1%	*%	3%	**	*%	4%	1%	1%	2%
FedEx	10	7	10	5	**	9	**	*	9	6	**	*	10	1	9	1
	1%	2%	1%	2%	**	2%	**	*%	2%	2%	**	*%	4%	1%	2%	1%
Interparcel	5	3	5	-	**	2	**	-	2	5	**	-	5	-	5	-
	1%	1%	1%	-%	**	*%	**	-%	*%	2%	**	-%	2%	-%	1%	-%
DX	4	4	2	*	**	4	**	2	2	2	**	2	2	-	4	*
	1%	1%	*%	*%	**	1%	**	1%	*%	1%	**	2%	1%	-%	1%	*%
Whistl (Previously known as TNT Post)	2	2	2	2	**	2	**	-	2	2	**	2	-	-	2	-
	*%	*%	*%	1%	**	*%	**	-%	*%	1%	**	2% b	-%	-%	*%	-%
Parcels to go	2	2	2	-	**	-	**	-	-	2	**	2	-	2	-	-
	*%	*%	*%	-%	**	-%	**	-%	-%	1%	**	2% b	-%	1% b	-%	-%
Interlink / Interlink Express / Direct	2	2	2	-	**	2	**	2	-	2	**	-	2	-	2	-
	*%	*%	*%	-%	**	*%	**	1% b	-%	1%	**	-%	1%	-%	*%	-%
Neo Post	2	*	2	*	**	2	**	-	2	2	**	-	2	-	2	-
	*%	*%	*%	*%	**	*%	**	-%	*%	1%	**	-%	1%	-%	*%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	743	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	735	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
Pitney Bowes	2	2	2	2	**	-	**	-	-	2	**	-	2	-	-	2
	*%	*%	*%	1%	**	-%	**	-%	-%	1%	**	-%	1%	-%	-%	2% b
Collect Plus	1	-	1	-	**	1	**	-	1	1	**	-	1	-	1	-
	*%	-%	*%	-%	**	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%
Fastway Couriers	1	1	1	1	**	-	**	*	*	1	**	-	1	-	-	1
	*%	*%	*%	*%	**	-%	**	*%	*%	*%	**	-%	*%	-%	-%	1%
Priority Express	1	*	1	1	**	1	**	*	*	1	**	-	1	-	1	-
	*%	*%	*%	*%	**	*%	**	*%	*%	*%	**	-%	*%	-%	*%	-%
Tuffnels	*	-	*	-	**	*	**	-	*	*	**	*	*	*	*	-
	*%	-%	*%	-%	**	*%	**	-%	*%	*%	**	*%	*%	*%	*%	-%
Yodel	*	*	*	-	**	*	**	-	*	*	**	-	*	-	*	-
	*%	*%	*%	-%	**	*%	**	-%	*%	*%	**	-%	*%	-%	*%	-%
Local Courier	*	-	*	-	**	-	**	-	*	*	**	-	*	-	-	*
	*%	-%	*%	-%	**	-%	**	-%	*%	*%	**	-%	*%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Lynx	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
First Post	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
One Post	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
ENC	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Euro	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**743**	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	**735**	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
UK / British Mail	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
None	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Other answers	**32**	22	29	11	**	12	**	7	13	26	**	8	23	2	25	4
	4%	*4%*	*4%*	*5%*	**	*2%*	**	*4%*	*3%*	*9%*	**	*9%*	*9%*	*1%*	*5%* a	*4%*
NET: RM Only	**486**	311	459	116	**	389	**	96	388	72	**	14	73	95	318	72
	66%	*63%*	*66%*	*59%*	**	*72%*	**	*62%*	*74%* a	*25%*	**	*17%*	*29%* a	*60%*	*68%*	*66%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**743**	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	**735**	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
NET: Provider other than RM only	**249**	179	239	81	**	154	**	58	134	219	**	72	177	63	148	37
	34%	*37%*	*34%*	*41%*	**	*28%*	**	*38%* b	*26%*	*75%*	**	*83%* b	*71%*	*40%*	*32%*	*34%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**743**	169	69	497	409	334
Weighted total	**735**	196	76	457	380	354
Royal Mail	**486**	81	53	352	252	234
	66%	*41%*	*69%*	*77%*	*66%*	*66%*
			a	a		
DHL	**33**	17	*	16	19	14
	4%	*9%*	**%*	*3%*	*5%*	*4%*
		bc				
Parcelforce	**31**	13	5	14	20	11
	4%	*6%*	*6%*	*3%*	*5%*	*3%*
		c				
DPD	**29**	15	4	11	8	21
	4%	*7%*	*5%*	*2%*	*2%*	*6%*
		c				a
Hermes	**26**	10	4	12	15	12
	4%	*5%*	*5%*	*3%*	*4%*	*3%*
APC	**22**	16	4	3	10	12
	3%	*8%*	*5%*	*1%*	*3%*	*3%*
		c	c			
TNT Express	**19**	9	*	6	5	14
	3%	*5%*	**%*	*1%*	*1%*	*4%*
		c				a
UPS	**15**	8	*	7	5	10
	2%	*4%*	**%*	*2%*	*1%*	*3%*
UK Mail	**10**	2	2	6	2	8
	1%	*1%*	*3%*	*1%*	*1%*	*2%*
FedEx	**10**	5	1	4	5	5
	1%	*3%*	*1%*	*1%*	*1%*	*1%*
Interparcel	**5**	2	-	3	5	-
	1%	*1%*	*-%*	*1%*	*1%*	*-%*
					b	
DX	**4**	-	*	2	2	2
	1%	*-%*	**%*	**%*	*1%*	*1%*
Whistl (Previously known as TNT Post)	**2**	-	-	2	-	2
	****%***	*-%*	*-%*	**%*	*-%*	*1%*
Parcels to go	**2**	2	-	-	2	-
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*
		c				
Interlink / Interlink Express / Direct	**2**	2	-	-	2	-
	****%***	*1%*	*-%*	*-%*	*1%*	*-%*
		c				
Neo Post	**2**	-	-	2	-	2
	****%***	*-%*	*-%*	**%*	*-%*	*1%*
Pitney Bowes	**2**	-	-	2	2	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**743**	169	69	497	409	334
Weighted total	**735**	196	76	457	380	354
Collect Plus	**1**	1	-	1	-	1
	***%**	*%	-%	*%	-%	*%
Fastway Couriers	**1**	*	-	*	1	-
	***%**	*%	-%	*%	*%	-%
Priority Express	**1**	-	-	1	-	1
	***%**	-%	-%	*%	-%	*%
Tuffnels	*	*	-	*	*	-
	***%**	*%	-%	*%	*%	-%
Yodel	*	*	-	-	*	-
	***%**	*%	-%	-%	*%	-%
Local Courier	*	-	-	*	*	-
	***%**	-%	-%	*%	*%	-%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Secured Mail	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**743**	169	69	497	409	334
Weighted total	**735**	196	76	457	380	354
Global Mailing	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Legal Post	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
None	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other answers	**32**	14	4	14	26	6
	4%	*7%*	*5%*	*3%*	*7%*	*2%*
		c			b	
NET: RM Only	**486**	81	53	352	252	234
	66%	*41%*	*69%*	*77%*	*66%*	*66%*
			a	a		
NET: Provider other than RM only	**249**	115	24	105	128	120
	34%	*59%*	*31%*	*23%*	*34%*	*34%*
		bc				

Columns Tested: a,b,c - a,b

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total	**735**	67	74	54	88	90	58	46	52	63	59	46	39
Royal Mail	**486**	47	51	36	55	54	38	29	35	40	40	**	**
	66%	*71%*	*69%*	*66%*	*62%*	*60%*	*65%*	*64%*	*68%*	*64%*	*67%*	**	**
DHL	**33**	*	3	4	4	4	2	2	2	6	*	**	**
	4%	*1%*	*4%*	*8%*	*5%*	*5%*	*3%*	*5%*	*4%*	*10%*	*%*	**	**
				ajk						**ajk**			**ajk**
Parcelforce	**31**	1	2	1	6	6	1	2	5	-	3	**	**
	4%	*1%*	*3%*	*3%*	*7%*	*7%*	*1%*	*4%*	*11%*	*-%*	*6%*	**	**
					i	i			**afik**				**aik**
DPD	**29**	1	2	2	3	6	6	*	-	5	3	**	**
	4%	*1%*	*3%*	*4%*	*4%*	*7%*	*10%*	*%*	*-%*	*9%*	*5%*	**	**
							aghl			**aghl**			
Hermes	**26**	10	-	-	2	1	2	2	4	4	3	**	**
	4%	*15%*	*-%*	*-%*	*2%*	*1%*	*3%*	*5%*	*8%*	*7%*	*4%*	**	**
		bcdefjkl							**bce**	**bc**			
APC	**22**	2	2	4	2	6	4	-	-	2	*	**	**
	3%	*3%*	*3%*	*8%*	*2%*	*7%*	*7%*	*-%*	*-%*	*3%*	*%*	**	**
				ghj		j	j						
TNT Express	**19**	*	5	-	4	2	1	2	*	*	2	**	**
	3%	*%*	*6%*	*-%*	*4%*	*2%*	*1%*	*4%*	*1%*	*%*	*3%*	**	**
			a									**aci**	
UPS	**15**	2	-	2	*	3	2	2	*	1	-	**	**
	2%	*3%*	*-%*	*5%*	*%*	*3%*	*3%*	*5%*	*%*	*1%*	*-%*	**	**
UK Mail	**10**	2	2	2	2	2	-	-	*	-	-	**	**
	1%	*3%*	*3%*	*4%*	*2%*	*2%*	*-%*	*-%*	*%*	*-%*	*-%*	**	**
FedEx	**10**	*	3	-	2	2	-	*	*	-	*	**	**
	1%	*%*	*4%*	*-%*	*2%*	*2%*	*-%*	*%*	*%*	*-%*	*%*	**	**
Interparcel	**5**	-	-	-	-	-	-	-	2	-	3	**	**
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*5%*	**	**
											d		
DX	**4**	-	-	-	*	*	-	2	-	2	-	**	**
	1%	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*4%*	*-%*	*3%*	*-%*	**	**
								d					
Whistl (Previously known as TNT Post)	**2**	-	-	-	2	-	-	-	-	-	-	**	**
	%	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
Parcels to go	**2**	-	-	-	-	-	-	-	-	-	-	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
													de
Interlink / Interlink Express / Direct	**2**	-	2	-	-	-	-	-	-	-	-	**	**
	%	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
Neo Post	**2**	-	-	-	-	-	-	*	-	2	-	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*3%*	*-%*	**	**
Pitney Bowes	**2**	-	-	-	-	-	-	2	-	-	-	**	**
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*4%*	*-%*	*-%*	*-%*	**	**
Collect Plus	**1**	-	-	-	-	1	1	-	-	-	-	**	**
	%	*-%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*-%*	*-%*	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total	**735**	67	74	54	88	90	58	46	52	63	59	46	39
Fastway Couriers	**1**	-	-	-	*	-	-	-	-	-	-	**	**
	***%**	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	**	**
Priority Express	**1**	-	-	-	-	*	-	-	-	-	-	**	**
	***%**	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	**	**
Tuffnels	*****	-	-	-	-	-	-	-	*	-	*	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	**	**
Yodel	*****	-	*	-	-	-	-	-	-	-	-	**	**
	***%**	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Local Courier	*****	-	-	-	-	-	-	-	-	-	*	**	**
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	**	**
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Secured Mail	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
MHI (Mail Handling International)	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Eagle Couriers	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Lynx	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
First Post	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
One Post	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Wey Group International	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
ENC	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Fast Track	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Euro	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
UK / British Mail	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Freight - Better / Night	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Global Mailing	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Haynes	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total	**735**	67	74	54	88	90	58	46	52	63	59	46	39
Business Post	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Legal Post	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
AJG Parcels	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Parcel Line	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Coopers Carriers	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
DHS	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Securicor	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Citipost	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Pallet Lines	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Postal Sort	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Amazon	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
None	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Don't know	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**
Other answers	**32**	2	2	2	6	4	3	2	2	*	5	**	**
	4%	*3%*	*2%*	*4%*	*6%*	*5%*	*6%*	*4%*	*5%*	*1%*	*8%*	**	**
											i		
NET: RM Only	**486**	47	51	36	55	54	38	29	35	40	40	**	**
	66%	*71%*	*69%*	*66%*	*62%*	*60%*	*65%*	*64%*	*68%*	*64%*	*67%*	**	**
NET: Provider other than RM only	**249**	20	23	18	33	36	20	16	16	23	19	**	**
	34%	*29%*	*31%*	*34%*	*38%*	*40%*	*35%*	*36%*	*32%*	*36%*	*33%*	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**743**	188	230	167	158
Weighted total	**735**	195	236	160	144
Royal Mail	**486**	134	146	104	102
	66%	*69%*	*62%*	*65%*	*71%*
DHL	**33**	7	10	10	5
	4%	*4%*	*4%*	*6%*	*3%*
Parcelforce	**31**	5	12	7	7
	4%	*2%*	*5%*	*5%*	*5%*
DPD	**29**	5	15	6	3
	4%	*2%*	*6%*	*4%*	*2%*
Hermes	**26**	10	4	10	3
	4%	*5%*	*2%*	*6%*	*2%*
				bd	
APC	**22**	8	12	2	1
	3%	*4%*	*5%*	*1%*	**%*
		d	**cd**		
TNT Express	**19**	5	6	2	5
	3%	*2%*	*3%*	*1%*	*4%*
UPS	**15**	5	5	3	2
	2%	*2%*	*2%*	*2%*	*1%*
UK Mail	**10**	6	4	*	-
	1%	*3%*	*2%*	**%*	*-%*
		cd			
FedEx	**10**	3	4	*	3
	1%	*2%*	*2%*	**%*	*2%*
Interparcel	**5**	-	-	2	3
	1%	*-%*	*-%*	*1%*	*2%*
					b
DX	**4**	-	*	4	*
	1%	*-%*	**%*	*2%*	**%*
				ab	
Whistl (Previously known as TNT Post)	**2**	-	2	-	-
	****%***	*-%*	*1%*	*-%*	*-%*
Parcels to go	**2**	-	-	-	2
	****%***	*-%*	*-%*	*-%*	*1%*
Interlink / Interlink Express / Direct	**2**	2	-	-	-
	****%***	*1%*	*-%*	*-%*	*-%*
Neo Post	**2**	-	-	2	-
	****%***	*-%*	*-%*	*1%*	*-%*
Pitney Bowes	**2**	-	-	2	-
	****%***	*-%*	*-%*	*1%*	*-%*
Collect Plus	**1**	-	1	-	-
	****%***	*-%*	**%*	*-%*	*-%*
Fastway Couriers	**1**	-	*	-	*
	****%***	*-%*	**%*	*-%*	**%*

Columns Tested: a,b,c,d

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**743**	188	230	167	158
Weighted total	**735**	195	236	160	144
Priority Express	**1**	-	*	-	*
	***%**	-%	*%	-%	*%
Tuffnels	*	-	-	*	*
	***%**	-%	-%	*%	*%
Yodel	*	*	-	-	-
	***%**	*%	-%	-%	-%
Local Courier	*	-	-	-	*
	***%**	-%	-%	-%	*%
TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK')	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Secured Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%
MHI (Mail Handling International)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Eagle Couriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Lynx	**-**	-	-	-	-
	-%	-%	-%	-%	-%
First Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
One Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Wey Group International	**-**	-	-	-	-
	-%	-%	-%	-%	-%
ENC	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Fast Track	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Euro	**-**	-	-	-	-
	-%	-%	-%	-%	-%
UK / British Mail	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Freight - Better / Night	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Global Mailing	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Haynes	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Business Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**743**	188	230	167	158
Weighted total	**735**	195	236	160	144
Legal Post	**-**	-	-	-	-
	-%	-%	-%	-%	-%
AJG Parcels	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Parcel Line	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Coopers Carriers	**-**	-	-	-	-
	-%	-%	-%	-%	-%
DHS	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Securicor	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Citipost	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Pallet Lines	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Postal Sort	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Amazon	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't know	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other answers	**32**	6	13	5	8
	4%	*3%*	*6%*	*3%*	*5%*
NET: RM Only	**486**	134	146	104	102
	66%	*69%*	*62%*	*65%*	*71%*
NET: Provider other than RM only	**249**	61	90	55	43
	34%	*31%*	*38%*	*35%*	*29%*

Columns Tested: a,b,c,d

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**1488**	895	377	132	84	-	593	273	256	94	51	120
Weighted total	**1381**	1312	44	15	10	-	69	393	325	84	35	42
Standard delivery	**1288**	1223	41	14	10	**	65	357	295	82	35	42
	93%	*93%*	*94%*	*96%*	*96%*	**	*95%*	*91%*	*91%*	*97%*	*100%*	*99%*
										ab	**ab**	**ab**
Tracked service	**264**	246	11	5	2	**	18	95	63	12	7	6
	19%	*19%*	*24%*	*36%*	*19%*	**	*26%*	*24%*	*19%*	*14%*	*22%*	*14%*
			a	**abdf**			a	**ce**				
International delivery	**132**	122	7	2	1	**	10	30	36	8	7	7
	10%	*9%*	*16%*	*15%*	*10%*	**	*15%*	*8%*	*11%*	*10%*	*21%*	*18%*
			a	a			a				a	a
Urgent delivery - on the same day or a specific time the next day	**89**	81	4	2	1	**	7	23	23	8	2	3
	6%	*6%*	*9%*	*14%*	*9%*	**	*10%*	*6%*	*7%*	*10%*	*7%*	*7%*
			a	a			a					
Timed delivery (i.e. to arrive by specific time /day)	**76**	70	4	1	1	**	6	19	22	6	2	3
	6%	*5%*	*10%*	*9%*	*6%*	**	*9%*	*5%*	*7%*	*7%*	*6%*	*7%*
			a				a					
Cross-Border Delivery (to ROI)	**17**	15	2	1	*	**	2	3	3	2	*	1
	1%	*1%*	*4%*	*4%*	*1%*	**	*4%*	*1%*	*1%*	*2%*	*%*	*2%*
			a	a			a					
Other (PLEASE SPECIFY)	**1**	1	*	-	-	**	*	-	1	-	-	-
	%	*%*	*%*	*-%*	*-%*	**	*%*	*-%*	*%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**2**	2	*	-	-	**	*	*	*	*	-	-
	%	*%*	*1%*	*-%*	*-%*	**	*%*	*%*	*%*	*%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**323**	303	12	6	2	**	20	107	85	19	11	7
	23%	*23%*	*28%*	*37%*	*24%*	**	*29%*	*27%*	*26%*	*22%*	*32%*	*17%*
				abd			a	e	e		e	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1488	87	70	193	36	95	182	106	91	83	943	163	170	212
Weighted total	1381	118	107	244	42	120	215	125	114	97	1182	62	63	73
Standard delivery	1288	107	98	217	**	115	209	116	110	87	1099	60	59	70
	93%	91%	91%	89%	**	96%	97%	92%	97%	90%	93%	97%	93%	95%
						c	acij		c		c	acij		c
Tracked service	264	25	25	60	**	11	33	26	13	21	221	10	16	17
	19%	21%	23%	24%	**	9%	15%	21%	11%	22%	19%	16%	26%	23%
		e	eh	efh				e		e	e		efhjk	eh
International delivery	132	4	9	44	**	9	22	10	6	9	116	5	4	7
	10%	4%	9%	18%	**	8%	10%	8%	6%	9%	10%	8%	6%	10%
				aefghij klm										
Urgent delivery - on the same day or a specific time the next day	89	12	4	22	**	7	17	4	8	*	75	2	5	6
	6%	10%	4%	9%	**	6%	8%	3%	7%	*%	6%	4%	8%	8%
		dik		ik		i	i		i		i		i	i
Timed delivery (i.e. to arrive by specific time /day)	76	13	4	10	**	5	12	7	7	4	63	3	6	4
	6%	11%	4%	4%	**	4%	6%	6%	6%	4%	5%	5%	9%	6%
		cdjk												
Cross-Border Delivery (to ROI)	17	-	-	-	**	-	-	-	-	-	-	-	-	17
	1%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	24%
														abcdefgh ijkl
Other (PLEASE SPECIFY)	1	-	-	-	**	-	-	-	-	-	-	*	1	-
	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*%	1%	-%
													j	
None of these (DO NOT READ OUT)	2	-	-	-	**	*	*	-	-	2	2	-	-	*
	*%	-%	-%	-%	**	*%	*%	-%	-%	2%	*%	-%	-%	*%
										cj				
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	323	32	27	72	**	13	45	32	21	23	271	13	19	20
	23%	27%	25%	29%	**	11%	21%	25%	19%	24%	23%	20%	30%	27%
		e	e	ek			e	e		e	e		defhjk	e

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1488**	105	54	187	35	88	185	90	93	95	932	169	175	212
Weighted total	**1381**	148	82	236	39	99	228	106	121	113	1173	67	68	73
Standard delivery	**1288**	130	80	212	**	95	217	100	115	102	1090	66	63	69
	93%	*88%*	*98%*	*90%*	**	*96%*	*95%*	*95%*	*95%*	*90%*	*93%*	*97%*	*94%*	*95%*
			a		**aci**	a	a					**acij**		**ac**
Tracked service	**264**	40	18	56	**	9	38	18	13	23	220	10	16	17
	19%	*27%*	*21%*	*24%*	**	*10%*	*16%*	*17%*	*10%*	*20%*	*19%*	*15%*	*24%*	*23%*
		efhjk		**ehk**						e	**eh**		**ehk**	**eh**
International delivery	**132**	4	9	41	**	7	24	8	10	9	116	5	4	7
	10%	*3%*	*11%*	*17%*	**	*7%*	*10%*	*8%*	*8%*	*8%*	*10%*	*8%*	*5%*	*10%*
			aaefghij				a				a			a
				klm										
Urgent delivery - on the same day or a specific time the next day	**89**	12	4	22	**	7	17	4	8	*	75	2	5	6
	6%	*8%*	*5%*	*9%*	**	*7%*	*8%*	*4%*	*7%*	**%*	*6%*	*4%*	*8%*	*8%*
		i		**ik**		i	i		i		i		i	i
Timed delivery (i.e. to arrive by specific time /day)	**76**	15	2	10	**	5	12	7	7	4	63	3	6	4
	6%	*10%*	*2%*	*4%*	**	*5%*	*5%*	*7%*	*6%*	*4%*	*5%*	*4%*	*8%*	*6%*
		cdjk												
Cross-Border Delivery (to ROI)	**17**	-	-	-	**	-	-	-	-	-	-	-	-	17
	1%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*24%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	**1**	-	-	-	**	-	-	-	-	-	-	*	1	-
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*
													j	
None of these (DO NOT READ OUT)	**2**	-	-	-	**	*	*	-	-	2	2	-	-	*
	****%***	*-%*	*-%*	*-%*	**	**%*	**%*	*-%*	*-%*	*2%*	**%*	*-%*	*-%*	**%*
										j				
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**323**	49	18	68	**	12	49	24	21	25	271	13	19	20
	23%	*33%*	*21%*	*29%*	**	*12%*	*21%*	*23%*	*17%*	*22%*	*23%*	*19%*	*29%*	*27%*
		defhjk		**ehk**							e		**ehk**	e

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1488	34	131	31	132	319	63	80	683	1116	372	1294	194	1434	54
Weighted total	1381	28	117	27	114	372	50	73	585	1111	271	1231	150	1314	68
Standard delivery	1288	**	111	**	110	342	47	71	544	1026	263	1147	141	1225	63
	93%	**	*95%*	**	*96%*	*92%*	*94%*	*97%*	*93%*	*92%*	*97%* a	*93%*	*94%*	*93%*	*94%*
Tracked service	264	**	19	**	17	75	6	15	120	213	51	231	33	254	10
	19%	**	*16%*	**	*15%*	*20%*	*12%*	*21%*	*21%*	*19%*	*19%*	*19%*	*22%*	*19%*	*15%*
International delivery	132	**	21	**	7	45	5	9	44	111	21	111	21	132	*
	10%	**	*18%* acdh	**	*6%*	*12%* ah	*10%*	*12%*	*7%*	*10%*	*8%*	*9%*	*14%* a	*10%* b	*%*
Urgent delivery - on the same day or a specific time the next day	89	**	10	**	3	13	2	3	50	71	18	72	17	88	*
	6%	** cdeg	*8%* de	**	*3%*	*4%*	*4%*	*4%*	*9%* de	*6%*	*7%*	*6%*	*11%* a	*7%*	*%*
Timed delivery (i.e. to arrive by specific time /day)	76	**	8	**	8	18	-	7	32	60	16	70	6	76	*
	6%	**	*7%* f	**	*7%* f	*5%*	*-%*	*9%* f	*5%*	*5%*	*6%*	*6%*	*4%*	*6%*	*%*
Cross-Border Delivery (to ROI)	17	**	1	**	*	4	*	2	8	11	6	15	2	17	*
	1%	**	*1%*	**	*%*	*1%*	*%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	1	**	*	**	-	-	-	1	-	-	1	1	-	1	-
	%	**	*%*	**	*-%*	*-%*	*-%*	*1%* h	*-%*	*-%*	*%*	*%*	*-%*	*%*	*-%*
None of these (DO NOT READ OUT)	2	**	-	**	*	-	-	-	2	2	*	2	*	*	2
	%	**	*-%*	**	*%*	*-%*	*-%*	*-%*	*%*	*%*	*%*	*%*	*%*	*%*	*3%* a
Don't Know (DO NOT READ OUT)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	323	**	25	**	19	87	8	16	149	264	59	286	37	313	10
	23%	** df	*21%*	**	*17%*	*23%*	*17%*	*22%*	*25%* d	*24%*	*22%*	*23%*	*25%*	*24%*	*15%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1488	849	262	366	1076	349	56	4	3	-	-	-	1425	63	392	684	412
Weighted total	1381	790	255	324	1107	241	30	2	*	-	-	-	1348	33	458	649	275
Standard delivery	1288	732	239	308	1028	232	26	**	**	**	**	**	1259	29	430	597	261
	93%	*93%*	*94%*	*95%*	*93%*	*96%* acj	*86%*	**	**	**	**	**	*93%* c	*87%*	*94%*	*92%*	*95%*
Tracked service	264	135	65	62	204	51	8	**	**	**	**	**	255	8	57	147	60
	19%	*17%*	*25%* a	*19%*	*18%*	*21%*	*26%*	**	**	**	**	**	*19%*	*25%*	*12%*	*23%* a	*22%* a
International delivery	132	53	26	53	76	42	14	**	**	**	**	**	118	14	18	58	56
	10%	*7%*	*10%*	*16%* ab	*7%*	*17%* ai	*45%* abi	**	**	**	**	**	*9%*	*42%* abi	*4%*	*9%* a	*20%* ab
Urgent delivery - on the same day or a specific time the next day	89	37	23	29	60	26	3	**	**	**	**	**	85	3	22	37	29
	6%	*5%*	*9%* a	*9%* a	*5%*	*11%* ai	*9%*	**	**	**	**	**	*6%*	*9%*	*5%*	*6%*	*11%* ab
Timed delivery (i.e. to arrive by specific time /day)	76	24	23	30	57	16	3	**	**	**	**	**	73	3	12	45	19
	6%	*3%*	*9%* a	*9%* a	*5%*	*7%*	*8%*	**	**	**	**	**	*5%*	*9%*	*3%*	*7%* a	*7%* a
Cross-Border Delivery (to ROI)	17	9	2	6	11	6	*	**	**	**	**	**	17	*	2	9	6
	1%	*1%*	*1%*	*2%*	*1%*	*3%* a	*1%*	**	**	**	**	**	*1%*	*1%*	*%*	*1%*	*2%* a
Other (PLEASE SPECIFY)	1	1	-	-	*	1	-	**	**	**	**	**	1	-	-	*	1
	%	*%*	-%	-%	*%*	*%*	-%	**	**	**	**	**	*%*	-%	-%	*%*	*%*
None of these (DO NOT READ OUT)	2	2	-	*	2	*	-	**	**	**	**	**	2	-	2	-	*
	%	*%*	-%	*%*	*%*	*%*	-%	**	**	**	**	**	*%*	-%	*%*	-%	*%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	323	162	71	87	249	65	8	**	**	**	**	**	314	9	74	176	74
	23%	*21%*	*28%* a	*27%* a	*23%*	*27%*	*27%*	**	**	**	**	**	*23%*	*26%*	*16%*	*27%* a	*27%* a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1488**	1488	902	1488	551	495	986	1290	97	43	42	10	6	-	524	13	8	4	1	1	-	2
Weighted total	**1381**	1381	743	1381	489	379	853	1258	69	26	20	4	4	-	478	7	3	*	*	*	-	1
Standard delivery	**1288**	1288	684	1288	441	364	806	1172	65	**	**	**	**	**	430	**	**	**	**	**	**	**
	93%	*93%*	*92%*	*93%*	*90%*	*96%*	*94%*	*93%*	*94%*	**	**	**	**	**	*90%*	**	**	**	**	**	**	**
		d		d		**abcd**	**bd**															
Tracked service	**264**	264	183	264	157	79	172	237	20	**	**	**	**	**	155	**	**	**	**	**	**	**
	19%	*19%*	*25%*	*19%*	*32%*	*21%*	*20%*	*19%*	*30%*	**	**	**	**	**	*32%*	**	**	**	**	**	**	**
			acf		**abcef**			d	**ad**													
International delivery	**132**	132	98	132	85	50	91	114	11	**	**	**	**	**	83	**	**	**	**	**	**	**
	10%	*10%*	*13%*	*10%*	*17%*	*13%*	*11%*	*9%*	*16%*	**	**	**	**	**	*17%*	**	**	**	**	**	**	**
			ac		**abcf**	**ac**			**ac**		**ac**											
Urgent delivery - on the same day or a specific time the next day	**89**	89	63	89	54	32	62	82	6	**	**	**	**	**	54	**	**	**	**	**	**	**
	6%	*6%*	*8%*	*6%*	*11%*	*8%*	*7%*	*6%*	*8%*	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
					acf																	
Timed delivery (i.e. to arrive by specific time /day)	**76**	76	55	76	52	36	63	70	5	**	**	**	**	**	51	**	**	**	**	**	**	**
	6%	*6%*	*7%*	*6%*	*11%*	*10%*	*7%*	*6%*	*8%*	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
					abcf	**ac**																
Cross-Border Delivery (to ROI)	**17**	17	13	17	6	6	11	16	1	**	**	**	**	**	6	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**1**	1	1	1	-	1	*	*	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**2**	2	*	2	*	*	*	2	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	**323**	323	217	323	184	104	214	296	21	**	**	**	**	**	182	**	**	**	**	**	**	**
	23%	*23%*	*29%*	*23%*	*38%*	*27%*	*25%*	*24%*	*30%*	**	**	**	**	**	*38%*	**	**	**	**	**	**	**
			acf		**abcef**			d	d													

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**1488**	367	356	419	335	11	173	125	136	111	6	298	30	219	1353	135
Weighted total	**1381**	430	365	392	182	12	174	107	116	89	4	301	20	163	1259	122
Standard delivery	**1288**	399	330	373	175	**	153	96	106	82	**	267	**	151	1185	103
	93%	*93%*	*90%*	*95%*	*96%*	**	*88%*	*90%*	*91%*	*93%*	**	*89%*	**	*93%*	*94%*	*85%*
				b	b										b	
Tracked service	**264**	65	78	77	41	**	59	48	29	18	**	81	**	69	231	33
	19%	*15%*	*21%*	*20%*	*23%*	**	*34%*	*45%*	*25%*	*21%*	**	*27%*	**	*42%*	*18%*	*27%*
			a		a		d	**cd**						a		a
International delivery	**132**	22	31	50	28	**	16	19	27	21	**	56	**	23	106	27
	10%	*5%*	*8%*	*13%*	*15%*	**	*9%*	*18%*	*23%*	*24%*	**	*19%*	**	*14%*	*8%*	*22%*
				a	**ab**			a	a	a						a
Urgent delivery - on the same day or a specific time the next day	**89**	15	26	27	19	**	7	12	25	9	**	31	**	21	81	8
	6%	*4%*	*7%*	*7%*	*11%*	**	*4%*	*11%*	*21%*	*10%*	**	*10%*	**	*13%*	*6%*	*6%*
			a	a	a			a	**abd**	a						
Timed delivery (i.e. to arrive by specific time /day)	**76**	8	20	27	20	**	15	13	15	7	**	29	**	21	65	11
	6%	*2%*	*6%*	*7%*	*11%*	**	*8%*	*12%*	*13%*	*8%*	**	*10%*	**	*13%*	*5%*	*9%*
			a	a	**abc**											a
Cross-Border Delivery (to ROI)	**17**	1	4	8	3	**	1	2	2	1	**	3	**	3	15	3
	1%	**%*	*1%*	*2%*	*2%*	**	*1%*	*2%*	*2%*	*1%*	**	*1%*	**	*2%*	*1%*	*2%*
				a												
Other (PLEASE SPECIFY)	**1**	1	-	-	*	**	-	-	-	-	**	-	**	-	1	-
	****%***	**%*	*-%*	*-%*	**%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	**2**	2	*	-	*	**	*	-	-	-	**	-	**	*	*	2
	****%***	**%*	**%*	*-%*	**%*	**	**%*	*-%*	*-%*	*-%*	**	*-%*	**	**%*	**%*	*2%*
																a
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**323**	81	96	95	47	**	63	53	46	20	**	102	**	76	285	38
	23%	*19%*	*26%*	*24%*	*26%*	**	*36%*	*50%*	*39%*	*23%*	**	*34%*	**	*46%*	*23%*	*31%*
			a		a		d	**ad**	d					a		a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1488**	1436	52	390	161	1419	69	384	167	385	1397	211	2
Weighted total	**1381**	1333	48	336	154	1317	64	335	154	323	1288	145	1
Standard delivery	**1288**	1247	41	306	135	1235	53	307	134	241	1288	126	**
	93%	*94%*	*84%*	*91%*	*88%*	*94%*	*82%*	*92%*	*87%*	*75%*	*100%*	*87%*	**
		b				b					**ac**	a	
Tracked service	**264**	249	15	107	49	242	22	106	50	264	199	55	**
	19%	*19%*	*32%*	*32%*	*32%*	*18%*	*34%*	*32%*	*33%*	*82%*	*15%*	*38%*	**
			a				a			**bc**		b	
International delivery	**132**	123	9	51	34	120	12	50	36	58	114	132	**
	10%	*9%*	*20%*	*15%*	*22%*	*9%*	*19%*	*15%*	*23%*	*18%*	*9%*	*91%*	**
			a				a		a	b		**ab**	
Urgent delivery - on the same day or a specific time the next day	**89**	83	5	39	16	82	7	38	16	89	70	32	**
	6%	*6%*	*11%*	*11%*	*10%*	*6%*	*11%*	*11%*	*10%*	*27%*	*5%*	*22%*	**
										b		b	
Timed delivery (i.e. to arrive by specific time /day)	**76**	71	5	31	21	69	8	33	19	76	73	27	**
	6%	*5%*	*10%*	*9%*	*14%*	*5%*	*12%*	*10%*	*13%*	*24%*	*6%*	*19%*	**
							a			b		b	
Cross-Border Delivery (to ROI)	**17**	17	-	3	3	15	2	3	3	7	17	17	**
	1%	*1%*	*-%*	*1%*	*2%*	*1%*	*3%*	*1%*	*2%*	*2%*	*1%*	*12%*	**
												ab	
Other (PLEASE SPECIFY)	**1**	1	-	-	-	1	-	-	-	*	*	-	**
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**
None of these (DO NOT READ OUT)	**2**	*	2	*	-	*	2	*	-	-	-	-	**
	****%***	**%*	*4%*	**%*	*-%*	**%*	*3%*	**%*	*-%*	*-%*	*-%*	*-%*	**
			a				a						
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
NET: Urgent / Tracked / Timed Mail	**323**	307	16	125	59	297	26	126	58	323	241	62	**
	23%	*23%*	*33%*	*37%*	*38%*	*23%*	*40%*	*38%*	*37%*	*100%*	*19%*	*43%*	**
							a			**bc**		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1488	281	801	126	-	361	370	121	3	1441	867	461	1177	991	37
Weighted total	1381	226	651	87	-	347	308	96	*	1336	718	402	1086	857	16
Standard delivery	1288	180	643	77	**	309	302	88	**	1251	663	363	1016	834	**
	93%	79%	99%	88%	**	89%	98%	91%	**	94%	92%	90%	94%	97%	**
			ac	a			ac			c				a	
Tracked service	264	141	137	36	**	140	95	43	**	250	174	135	225	149	**
	19%	62%	21%	41%	**	40%	31%	44%	**	19%	24%	34%	21%	17%	**
		bc		b		b		b			a	ab			
International delivery	132	48	78	69	**	59	62	68	**	125	89	69	111	74	**
	10%	21%	12%	80%	**	17%	20%	70%	**	9%	12%	17%	10%	9%	**
		b		ab				ab			a	ab			
Urgent delivery - on the same day or a specific time the next day	89	52	47	16	**	48	40	20	**	84	59	46	81	56	**
	6%	23%	7%	19%	**	14%	13%	21%	**	6%	8%	12%	7%	7%	**
		b		b				b				ab			
Timed delivery (i.e. to arrive by specific time /day)	76	43	52	18	**	45	39	24	**	72	51	45	66	41	**
	6%	19%	8%	20%	**	13%	13%	25%	**	5%	7%	11%	6%	5%	**
		b		b				ab				ab			
Cross-Border Delivery (to ROI)	17	6	13	9	**	4	4	5	**	17	13	5	13	14	**
	1%	3%	2%	10%	**	1%	1%	5%	**	1%	2%	1%	1%	2%	**
				ab				ab							ab
Other (PLEASE SPECIFY)	1	-	*	-	**	-	-	-	**	1	*	-	*	1	**
	*%	-%	*%	-%	**	-%	-%	-%	**	*%	*%	-%	*%	*%	**
None of these (DO NOT READ OUT)	2	*	-	-	**	*	-	-	**	*	*	*	*	*	**
	*%	*%	-%	-%	**	*%	-%	-%	**	*%	*%	*%	*%	*%	**
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	323	168	157	39	**	162	111	46	**	308	207	158	279	177	**
	23%	74%	24%	45%	**	47%	36%	48%	**	23%	29%	39%	26%	21%	**
		bc		b		b		b			a	ab	b		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1488	345	247	252	60	66	1105	954	69	13	20	5	1450	1270	1455	1209	1457
Weighted total	1381	301	206	231	55	54	1023	828	60	11	18	4	1342	1124	1343	1081	1349
Standard delivery	1288	298	206	199	48	54	1013	825	52	**	**	**	1251	1050	1252	1006	1260
	93%	99%	100%	86%	89%	99%	99%	100%	86%	**	**	**	93%	93%	93%	93%	93%
		cd	cd			cd											
Tracked service	264	97	68	112	35	28	189	133	11	**	**	**	256	228	256	226	262
	19%	32%	33%	48%	64%	51%	18%	16%	19%	**	**	**	19%	20%	19%	21%	19%
				ab	abc	ab											
International delivery	132	55	42	55	40	45	96	76	10	**	**	**	130	121	130	113	132
	10%	18%	21%	24%	73%	82%	9%	9%	16%	**	**	**	10%	11%	10%	10%	10%
					abc	abc											
Urgent delivery - on the same day or a specific time the next day	89	41	31	45	20	22	62	47	8	**	**	**	86	79	86	74	87
	6%	14%	15%	19%	37%	40%	6%	6%	14%	**	**	**	6%	7%	6%	7%	6%
					abc	abc											
Timed delivery (i.e. to arrive by specific time /day)	76	39	22	46	24	20	66	43	3	**	**	**	73	71	73	73	76
	6%	13%	11%	20%	45%	36%	6%	5%	5%	**	**	**	5%	6%	5%	7%	6%
				ab	abc	abc											
Cross-Border Delivery (to ROI)	17	5	4	5	2	2	13	14	2	**	**	**	16	15	16	15	17
	1%	2%	2%	2%	4%	4%	1%	2%	3%	**	**	**	1%	1%	1%	1%	1%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	*	-	1	**	**	**	1	1	1	1	1
	*%	-%	-%	-%	-%	-%	*%	-%	1%	**	**	**	*%	*%	*%	*%	*%
None of these (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	**	**	**	2	2	2	*	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	323	114	77	134	37	28	227	154	16	**	**	**	314	282	314	275	319
	23%	38%	37%	58%	68%	51%	22%	19%	26%	**	**	**	23%	25%	23%	25%	24%
				ab	ab	ab	b										

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1488	871	1435	348	11	1213	49	228	1214	250	9	62	236	164	1053	264
Weighted total	1381	778	1327	285	9	1114	53	217	1119	230	9	57	207	144	998	237
Standard delivery	1288	718	1238	253	**	1044	**	202	1049	199	**	49	177	129	938	219
	93%	92%	93%	89%	**	94%	**	93%	94%	87%	**	86%	86%	89%	94%	93%
		c	c			b									a	
Tracked service	264	180	260	84	**	211	**	43	207	67	**	19	57	48	171	45
	19%	23%	20%	29%	**	19%	**	20%	18%	29%	**	34%	28%	33%	17%	19%
		b		ab										bc		
International delivery	132	94	126	88	**	95	**	40	84	49	**	16	39	23	71	38
	10%	12%	10%	31%	**	9%	**	19%	8%	21%	**	28%	19%	16%	7%	16%
		b		ab			a	b						b		b
Urgent delivery - on the same day or a specific time the next day	89	63	89	34	**	69	**	16	68	23	**	6	21	22	44	23
	6%	8%	7%	12%	**	6%	**	7%	6%	10%	**	10%	10%	15%	4%	10%
				ab										b		b
Timed delivery (i.e. to arrive by specific time /day)	76	55	76	36	**	57	**	18	54	20	**	10	16	15	48	14
	6%	7%	6%	12%	**	5%	**	8%	5%	9%	**	17%	8%	10%	5%	6%
				ab				b				b		b		
Cross-Border Delivery (to ROI)	17	11	17	11	**	13	**	2	16	4	**	2	2	2	10	6
	1%	1%	1%	4%	**	1%	**	1%	1%	2%	**	4%	1%	1%	1%	2%
				ab												
Other (PLEASE SPECIFY)	1	1	1	-	**	*	**	1	-	*	**	-	*	1	*	-
	*%	*%	*%	-%	**	*%	**	*%	-%	*%	**	-%	*%	*%	*%	-%
							a									
None of these (DO NOT READ OUT)	2	*	2	-	**	*	**	*	*	-	**	-	2	-	2	*
	*%	*%	*%	-%	**	*%	**	*%	*%	-%	**	-%	1%	-%	*%	*%
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	323	214	319	99	**	255	**	52	256	80	**	21	68	54	212	57
	23%	28%	24%	35%	**	23%	**	24%	23%	35%	**	38%	33%	37%	21%	24%
				ab										bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1488**	150	77	1245	858	630
Weighted total	**1381**	158	74	1140	791	590
Standard delivery	**1288**	132	69	1078	728	560
	93%	*84%*	*93%*	*95%*	*92%*	*95%*
			a	a		a
Tracked service	**264**	43	21	199	146	118
	19%	*27%*	*28%*	*17%*	*18%*	*20%*
		c	c			
International delivery	**132**	31	8	93	78	54
	10%	*19%*	*11%*	*8%*	*10%*	*9%*
		c				
Urgent delivery - on the same day or a specific time the next day	**89**	24	9	56	57	32
	6%	*15%*	*12%*	*5%*	*7%*	*5%*
		c	c			
Timed delivery (i.e. to arrive by specific time /day)	**76**	18	6	52	50	26
	6%	*12%*	*8%*	*5%*	*6%*	*4%*
		c				
Cross-Border Delivery (to ROI)	**17**	3	1	14	11	6
	1%	*2%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**1**	1	-	-	1	-
	****%***	**%*	*-%*	*-%*	**%*	*-%*
		c				
None of these (DO NOT READ OUT)	**2**	-	-	2	2	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**323**	62	24	237	186	137
	23%	*39%*	*32%*	*21%*	*24%*	*23%*
		c	c			

Columns Tested: a,b,c - a,b

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1488**	140	104	127	171	131	78	126	104	150	135	124	98
Weighted total	**1381**	119	113	113	146	135	73	95	99	154	126	133	76
Standard delivery	**1288**	113	106	109	131	125	66	86	89	146	121	122	75
	93%	*95%*	*94%*	*96%*	*90%*	*92%*	*91%*	*91%*	*89%*	*95%*	*96%*	*92%*	*99%*
				d							d		**bdefghk**
Tracked service	**264**	23	21	16	32	34	15	14	19	23	22	25	19
	19%	*19%*	*19%*	*14%*	*22%*	*25%*	*21%*	*15%*	*19%*	*15%*	*17%*	*19%*	*25%*
						cgi							**ci**
International delivery	**132**	19	7	10	24	14	8	4	7	8	19	8	4
	10%	*16%*	*6%*	*9%*	*16%*	*10%*	*11%*	*4%*	*7%*	*5%*	*15%*	*6%*	*5%*
		bghikl			**bghikl**	g	g				**bgikl**		
Urgent delivery - on the same day or a specific time the next day	**89**	15	5	8	7	9	3	7	4	11	9	6	3
	6%	*13%*	*5%*	*7%*	*5%*	*6%*	*4%*	*7%*	*4%*	*7%*	*7%*	*5%*	*4%*
		bdfhkl											
Timed delivery (i.e. to arrive by specific time /day)	**76**	15	1	7	11	8	7	3	3	6	9	6	1
	6%	*13%*	*1%*	*6%*	*8%*	*6%*	*9%*	*3%*	*3%*	*4%*	*7%*	*4%*	*1%*
		bghikl		**bl**	**bl**		**bl**				**bl**		
Cross-Border Delivery (to ROI)	**17**	1	1	1	2	4	-	1	*	2	1	3	1
	1%	*1%*	*1%*	*1%*	*2%*	*3%*	*-%*	*1%*	**%*	*1%*	**%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**1**	-	-	-	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**2**	-	-	2	-	-	-	*	-	*	-	-	*
	****%***	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	**%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**323**	32	24	24	41	41	17	17	24	31	22	28	21
	23%	*27%*	*21%*	*21%*	*28%*	*30%*	*23%*	*18%*	*24%*	*20%*	*17%*	*21%*	*28%*
					gj	**gj**							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	1488	371	380	380	357
Weighted total	1381	345	354	347	335
Standard delivery	1288	327	322	321	318
	93%	*95%*	*91%*	*92%*	*95%*
		b			b
Tracked service	264	60	81	56	66
	19%	*17%*	*23%*	*16%*	*20%*
			c		
International delivery	132	36	46	19	31
	10%	*10%*	*13%*	*5%*	*9%*
		c	c		c
Urgent delivery - on the same day or a specific time the next day	89	28	19	22	19
	6%	*8%*	*5%*	*6%*	*6%*
Timed delivery (i.e. to arrive by specific time /day)	76	23	26	12	16
	6%	*7%*	*7%*	*3%*	*5%*
		c	c		
Cross-Border Delivery (to ROI)	17	4	6	3	4
	1%	*1%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	1	-	-	1	-
	**%*	*-%*	*-%*	**%*	*-%*
None of these (DO NOT READ OUT)	2	2	-	*	*
	**%*	*1%*	*-%*	**%*	**%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	323	80	99	72	72
	23%	*23%*	*28%*	*21%*	*21%*
			cd		

Columns Tested: a,b,c,d

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**994**	557	258	104	75	-	437	167	158	59	31	99
Weighted total	**862**	811	30	12	9	-	51	240	184	62	20	35
Standard delivery	**736**	691	26	11	8	**	45	190	149	62	**	26
	85%	*85%*	*88%*	*91%*	*89%*	**	*89%*	*79%*	*81%*	*99%* abde	**	*76%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**240**	225	9	4	2	**	15	83	54	12	**	10
	28%	*28%*	*29%*	*34%*	*25%*	**	*29%*	*35%* c	*29%*	*19%*	**	*30%*
International delivery	**104**	96	5	2	1	**	7	21	27	7	**	5
	12%	*12%*	*16%*	*16%*	*7%*	**	*15%*	*9%*	*15%*	*12%*	**	*15%*
Urgent delivery - on the same day or a specific time the next day	**69**	64	3	2	*	**	5	23	16	2	**	1
	8%	*8%*	*10%*	*13%*	*5%*	**	*10%*	*10%*	*9%*	*3%*	**	*4%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**61**	57	3	1	*	**	4	18	15	8	**	3
	7%	*7%*	*10%*	*9%*	*4%*	**	*9%*	*7%*	*8%*	*13%*	**	*9%*
Cross-Border Delivery	**9**	8	1	*	*	**	1	1	2	-	**	*
	1%	*1%*	*3%*	*4%* a	*2%*	**	*3%* a	**%*	*1%*	*-%*	**	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
None of these (DO NOT READ OUT)	**1**	1	*	-	-	**	*	-	1	-	**	-
	****%***	**%*	**%*	*-%*	*-%*	**	**%*	*-%*	**%*	*-%*	**	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
NET: Urgent / Tracked / Timed Mail	**283**	266	10	5	2	**	17	97	68	14	**	11
	33%	*33%*	*32%*	*39%*	*26%*	**	*33%*	*40%* cd	*37%*	*23%*	**	*32%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	994	65	44	145	23	51	125	72	60	56	641	108	111	134
Weighted total	862	82	65	171	24	52	129	87	65	65	740	39	39	44
Standard delivery	736	75	**	135	**	47	110	79	56	55	626	37	33	39
	85%	*91%*	**	*79%*	**	*91%*	*85%*	*91%*	*86%*	*84%*	*85%*	*94%*	*86%*	*90%*
		bc						bc				bcfij		bc
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	240	19	**	47	**	11	41	23	12	20	204	9	12	15
	28%	*24%*	**	*27%*	**	*22%*	*32%*	*27%*	*19%*	*32%*	*28%*	*22%*	*31%*	*34%*
			hk											h
International delivery	104	8	**	24	**	9	14	11	2	8	95	3	3	3
	12%	*10%*	**	*14%*	**	*17%*	*11%*	*13%*	*4%*	*13%*	*13%*	*7%*	*9%*	*7%*
			hklm	hm		hm					hm			
Urgent delivery - on the same day or a specific time the next day	69	6	**	17	**	4	15	8	2	6	60	*	5	4
	8%	*7%*	**	*10%*	**	*8%*	*11%*	*9%*	*3%*	*9%*	*8%*	*%*	*13%*	*8%*
		k	k	k		k	k	k		k	k		hk	k
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	61	6	**	4	**	5	10	9	6	*	52	1	4	3
	7%	*8%*	**	*3%*	**	*9%*	*7%*	*11%*	*10%*	*1%*	*7%*	*3%*	*11%*	*8%*
			cik			ci		cik	ci		c		cik	c
Cross-Border Delivery	9	-	**	-	**	-	-	-	-	-	-	-	-	9
	1%	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*
														abcefghi jkl
Other (PLEASE SPECIFY)	-	-	**	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	1	-	**	-	**	-	-	-	-	-	-	-	1	*
	%	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*%*
													j	
Don't Know (DO NOT READ OUT)	-	-	**	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	283	19	**	60	**	12	50	27	19	22	242	10	15	16
	33%	*24%*	**	*35%*	**	*22%*	*39%*	*32%*	*29%*	*35%*	*33%*	*24%*	*39%*	*36%*
			aek				aek						aek	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	994	76	35	137	23	50	126	61	60	65	633	112	114	135
Weighted total	862	98	55	160	25	43	144	73	65	72	735	42	41	44
Standard delivery	736	82	**	129	**	**	122	67	54	60	621	39	36	40
	85%	*84%*	**	*81%*	**	**	*84%*	*92%*	*83%*	*83%*	*85%*	*94%*	*87%*	*90%*
												abcfhij		c
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	240	27	**	45	**	**	43	20	12	22	204	9	12	15
	28%	*28%*	**	*28%*	**	**	*30%*	*27%*	*18%*	*31%*	*28%*	*21%*	*29%*	*34%*
			h											hk
International delivery	104	8	**	22	**	**	16	8	6	8	95	3	3	3
	12%	*9%*	**	*14%*	**	**	*11%*	*11%*	*9%*	*12%*	*13%*	*7%*	*8%*	*7%*
			afhjklm	m		klm					m			
Urgent delivery - on the same day or a specific time the next day	69	8	**	15	**	**	16	6	2	6	60	*	5	4
	8%	*8%*	**	*9%*	**	**	*11%*	*8%*	*3%*	*8%*	*8%*	*%*	*12%*	*8%*
		k	k	k		k	k	k		k	k		k	k
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	61	11	**	4	**	**	7	9	6	*	52	1	4	3
	7%	*11%*	**	*3%*	**	**	*5%*	*13%*	*10%*	*1%*	*7%*	*3%*	*10%*	*8%*
		cik	cik			cik		cik	ci		i		cik	i
Cross-Border Delivery	9	-	**	-	**	**	-	-	-	-	-	-	-	9
	1%	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*21%*
														abcefghi jkl
Other (PLEASE SPECIFY)	-	-	**	-	**	**	-	-	-	-	-	-	-	-
	-%	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	1	-	**	-	**	**	-	-	-	-	-	-	1	*
	%	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*%*
													j	
Don't Know (DO NOT READ OUT)	-	-	**	-	**	**	-	-	-	-	-	-	-	-
	-%	*-%*	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	283	29	**	56	**	**	54	24	18	24	242	10	15	16
	33%	*30%*	**	*35%*	**	**	*37%*	*32%*	*28%*	*34%*	*33%*	*23%*	*37%*	*36%*
				k			k				k		k	k

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	994	23	93	18	91	199	25	74	462	746	248	853	141	978	16
Weighted total	862	16	89	16	76	221	10	64	362	695	168	773	89	844	18
Standard delivery	736	**	73	**	69	193	**	58	305	587	149	656	80	720	**
	85%	**	82%	**	91%	87%	**	91%	84%	85%	89%	85%	90%	85%	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	240	**	21	**	18	59	**	18	112	193	47	224	15	237	**
	28%	**	23%	**	24%	27%	**	28%	31%	28%	28%	29% b	17%	28%	**
International delivery	104	**	17	**	1	36	**	7	40	86	18	92	12	104	**
	12%	**	20% dh	**	1%	16% d	**	10% d	11% d	12%	11%	12%	13%	12%	**
Urgent delivery - on the same day or a specific time the next day	69	**	7	**	10	12	**	5	28	60	9	62	8	69	**
	8%	**	8%	**	13% e	6%	**	7%	8%	9%	5%	8%	8%	8%	**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	61	**	1	**	7	17	**	6	29	47	15	60	1	61	**
	7%	**	1%	**	9% b	8% b	**	10% b	8% b	7%	9%	8% b	1%	7%	**
Cross-Border Delivery	9	**	1	**	*	2	**	1	5	7	2	7	2	9	**
	1%	**	2%	**	*%	1%	**	1%	1%	1%	1%	1%	2%	1%	**
Other (PLEASE SPECIFY)	-	**	-	**	-	-	**	-	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	1	**	-	**	-	-	**	1	*	-	1	1	*	1	**
	*%	**	-%	**	-%	-%	**	1%	*%	-%	*%	*%	*%	*%	**
Don't Know (DO NOT READ OUT)	-	**	-	**	-	-	**	-	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	283	**	25	**	26	64	**	20	128	232	51	264	18	280	**
	33%	**	28%	**	34%	29%	**	32%	35%	33%	31%	34% b	21%	33%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	994	474	194	319	616	308	59	7	4	-	-	-	924	70	148	468	378
Weighted total	862	382	186	284	596	222	37	5	2	-	-	-	818	44	150	445	267
Standard delivery	736	323	154	252	507	193	29	**	**	**	**	**	700	36	132	375	229
	85%	*85%*	*83%*	*89%*	*85%*	*87%*	*79%*	**	**	**	**	**	*86%*	*82%*	*88%*	*84%*	*86%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	240	101	57	78	163	65	10	**	**	**	**	**	228	12	28	135	77
	28%	*26%*	*31%*	*27%*	*27%*	*29%*	*26%*	**	**	**	**	**	*28%*	*27%*	*19%*	*30%* a	*29%* a
International delivery	104	26	18	58	45	39	18	**	**	**	**	**	84	20	4	41	59
	12%	*7%*	*10%*	*20%* ab	*8%*	*17%* ai	*48%* abi	**	**	**	**	**	*10%*	*45%* abi	*3%*	*9%* a	*22%* ab
Urgent delivery - on the same day or a specific time the next day	69	21	14	33	38	24	6	**	**	**	**	**	63	6	9	29	31
	8%	*6%*	*8%*	*12%* a	*6%*	*11%* a	*17%* ai	**	**	**	**	**	*8%*	*15%* ai	*6%*	*6%*	*12%* b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	61	19	10	33	39	13	7	**	**	**	**	**	53	9	4	35	22
	7%	*5%*	*5%*	*12%* ab	*7%*	*6%*	*18%* abi	**	**	**	**	**	*6%*	*19%* abi	*3%*	*8%* a	*8%* a
Cross-Border Delivery	9	3	2	4	6	3	*	**	**	**	**	**	9	*	-	6	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	*1%*	*1%*	*-%*	*1%*	*1%*
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	1	1	-	-	*	1	-	**	**	**	**	**	1	-	*	-	1
	%	*%*	*-%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	*-%*	*%*	*-%*	*%*
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	283	118	69	92	191	78	12	**	**	**	**	**	269	14	37	154	92
	33%	*31%*	*37%*	*32%*	*32%*	*35%*	*31%*	**	**	**	**	**	*33%*	*31%*	*25%*	*35%* a	*34%* a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**994**	902	994	994	512	392	721	845	73	30	32	8	6	-	483	11	10	6	1	1	-	2
Weighted total	**862**	743	862	862	462	289	593	785	47	12	11	3	4	-	446	7	5	3	*	*	-	1
Standard delivery	**736**	651	736	736	378	259	506	670	41	**	**	**	**	**	366	**	**	**	**	**	**	**
	85%	*88%*	*85%*	*85%*	*82%*	*90%*	*85%*	*85%*	*87%*	**	**	**	**	**	*82%*	**	**	**	**	**	**	**
		d				**bcdf**																
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**240**	191	240	240	168	74	173	219	12	**	**	**	**	**	161	**	**	**	**	**	**	**
	28%	*26%*	*28%*	*28%*	*36%*	*26%*	*29%*	*28%*	*25%*	**	**	**	**	**	*36%*	**	**	**	**	**	**	**
					abcef					d												
International delivery	**104**	81	104	104	79	35	66	92	7	**	**	**	**	**	74	**	**	**	**	**	**	**
	12%	*11%*	*12%*	*12%*	*17%*	*12%*	*11%*	*12%*	*15%*	**	**	**	**	**	*17%*	**	**	**	**	**	**	**
					abcef																	
Urgent delivery - on the same day or a specific time the next day	**69**	52	69	69	48	25	46	61	7	**	**	**	**	**	45	**	**	**	**	**	**	**
	8%	*7%*	*8%*	*8%*	*10%*	*9%*	*8%*	*8%*	*14%*	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
					a				d													
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**61**	46	61	61	43	26	40	54	7	**	**	**	**	**	39	**	**	**	**	**	**	**
	7%	*6%*	*7%*	*7%*	*9%*	*9%*	*7%*	*7%*	*14%*	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
					a				a													
Cross-Border Delivery	**9**	9	9	9	5	4	7	9	*	**	**	**	**	**	5	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**1**	1	1	1	-	1	-	*	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	**283**	226	283	283	193	94	201	260	14	**	**	**	**	**	184	**	**	**	**	**	**	**
	33%	*30%*	*33%*	*33%*	*42%*	*32%*	*34%*	*33%*	*29%*	**	**	**	**	**	*41%*	**	**	**	**	**	**	**
					abcef			d		d												

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**994**	155	205	316	309	9	146	117	126	117	6	280	27	201	881	113
Weighted total	**862**	164	200	309	179	10	145	106	100	107	4	302	18	137	759	103
Standard delivery	**736**	130	161	266	170	**	121	82	82	90	**	240	**	117	655	81
	85%	*79%*	*80%*	*86%*	*95%*	**	*83%*	*77%*	*82%*	*84%*	**	*80%*	**	*86%*	*86%*	*78%*
					abc										b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**240**	51	67	78	39	**	47	55	33	29	**	108	**	53	203	36
	28%	*31%*	*34%*	*25%*	*22%*	**	*32%*	*52%*	*33%*	*27%*	**	*36%*	**	*38%*	*27%*	*35%*
		d	**cd**					**acd**								
International delivery	**104**	18	18	36	30	**	17	20	18	23	**	60	**	18	85	19
	12%	*11%*	*9%*	*12%*	*17%*	**	*12%*	*18%*	*18%*	*21%*	**	*20%*	**	*13%*	*11%*	*18%*
					b					a						a
Urgent delivery - on the same day or a specific time the next day	**69**	11	18	24	14	**	16	6	15	9	**	31	**	14	63	6
	8%	*7%*	*9%*	*8%*	*8%*	**	*11%*	*6%*	*15%*	*8%*	**	*10%*	**	*10%*	*8%*	*6%*
									b							
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**61**	12	20	16	13	**	15	12	6	9	**	27	**	13	57	4
	7%	*7%*	*10%*	*5%*	*7%*	**	*10%*	*12%*	*6%*	*8%*	**	*9%*	**	*10%*	*8%*	*4%*
			c													
Cross-Border Delivery	**9**	1	2	5	2	**	1	2	1	1	**	3	**	2	8	2
	1%	**%*	*1%*	*2%*	*1%*	**	*1%*	*2%*	*1%*	*1%*	**	*1%*	**	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
None of these (DO NOT READ OUT)	**1**	1	-	-	-	**	-	-	-	-	**	-	**	-	1	-
	****%***	**%*	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	**%*	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**283**	60	82	93	44	**	56	60	41	32	**	128	**	58	244	38
	33%	*36%*	*41%*	*30%*	*25%*	**	*38%*	*57%*	*41%*	*30%*	**	*42%*	**	*42%*	*32%*	*37%*
		d	**cd**					**acd**								

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**994**	958	36	366	146	942	52	359	153	281	838	166	2
Weighted total	**862**	834	28	321	141	820	42	317	145	217	684	107	1
Standard delivery	**736**	710	**	261	117	700	36	261	117	157	643	87	**
	85%	*85%*	**	*81%*	*83%*	*85%*	*86%*	*82%*	*81%*	*73%*	*94%* ac	*81%* a	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**240**	230	**	121	46	223	17	119	49	140	156	44	**
	28%	*28%*	**	*38%*	*33%*	*27%*	*40%* a	*37%*	*34%*	*64%* bc	*23%*	*41%* b	**
International delivery	**104**	96	**	56	23	93	10	56	23	37	71	70	**
	12%	*12%*	** a	*17%*	*16%*	*11%*	*24%* a	*18%*	*16%*	*17%* b	*10%*	*65%* ab	**
Urgent delivery - on the same day or a specific time the next day	**69**	65	**	37	11	65	4	36	11	45	41	20	**
	8%	*8%*	**	*11%*	*8%*	*8%*	*10%*	*11%*	*8%*	*21%* b	*6%*	*19%* b	**
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**61**	59	**	36	7	57	4	40	3	40	45	18	**
	7%	*7%*	**	*11%* b	*5%*	*7%*	*10%*	*13%* b	*2%*	*18%* b	*7%*	*17%* b	**
Cross-Border Delivery	**9**	9	**	3	2	8	1	3	2	4	9	9	**
	1%	*1%*	**	*1%*	*1%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*8%* ab	**
Other (PLEASE SPECIFY)	**-**	-	**	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
None of these (DO NOT READ OUT)	**1**	1	**	-	-	1	-	-	-	-	-	-	**
	****%***	**%*	**	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Don't Know (DO NOT READ OUT)	**-**	-	**	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
NET: Urgent / Tracked / Timed Mail	**283**	273	**	139	53	264	19	139	54	168	180	52	**
	33%	*33%*	**	*43%*	*38%*	*32%*	*45%*	*44%*	*37%*	*78%* bc	*26%*	*48%* b	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	994	322	870	142	-	331	347	127	3	875	957	436	822	666	30
Weighted total	862	283	736	110	-	325	292	106	*	722	835	387	705	531	13
Standard delivery	736	165	736	90	**	257	268	86	**	630	712	312	600	477	**
	85%	59%	100%	81%	**	79%	92%	82%	**	87%	85%	81%	85%	90%	**
			ac	a			ac			c	c			a	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	240	240	147	57	**	153	99	45	**	185	231	145	212	133	**
	28%	85%	20%	52%	**	47%	34%	42%	**	26%	28%	37%	30%	25%	**
		bc		b		b						ab	b		ab
International delivery	104	56	83	104	**	57	66	66	**	76	98	66	81	60	**
	12%	20%	11%	94%	**	17%	23%	63%	**	10%	12%	17%	12%	11%	**
		b		ab				ab				ab			ab
Urgent delivery - on the same day or a specific time the next day	69	69	45	18	**	42	32	19	**	48	65	42	60	38	**
	8%	24%	6%	17%	**	13%	11%	18%	**	7%	8%	11%	9%	7%	**
		b		b				b				a			ab
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	61	61	48	23	**	37	33	19	**	44	59	41	57	33	**
	7%	22%	6%	21%	**	11%	11%	18%	**	6%	7%	11%	8%	6%	**
		b		b				ab				ab			
Cross-Border Delivery	9	5	9	9	**	4	2	3	**	9	9	4	8	7	**
	1%	2%	1%	8%	**	1%	1%	3%	**	1%	1%	1%	1%	1%	**
				ab				b							ab
Other (PLEASE SPECIFY)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None of these (DO NOT READ OUT)	1	-	-	-	**	-	-	-	**	1	*	-	*	1	**
	*%	-%	-%	-%	**	-%	-%	-%	**	*%	*%	-%	*%	*%	**
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	283	283	165	60	**	174	116	49	**	220	273	170	251	154	**
	33%	100%	22%	54%	**	53%	40%	47%	**	30%	33%	44%	36%	29%	**
		bc		b		b						ab	b		ab

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**994**	324	228	242	66	75	761	637	56	9	20	6	970	925	978	862	980
Weighted total	**862**	289	191	225	64	65	652	510	48	9	18	7	838	777	845	721	851
Standard delivery	**736**	262	177	170	52	61	603	476	40	**	**	**	715	665	722	610	726
	85%	*91%*	*93%*	*75%*	*81%*	*94%*	*92%*	*93%*	*83%*	**	**	**	*85%*	*86%*	*85%*	*85%*	*85%*
		cd	**cd**			**cd**											
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**240**	101	67	119	34	28	170	121	8	**	**	**	232	214	232	214	239
	28%	*35%*	*35%*	*53%*	*54%*	*42%*	*26%*	*24%*	*17%*	**	**	**	*28%*	*28%*	*27%*	*30%*	*28%*
				ab	**ab**												
International delivery	**104**	62	45	52	41	48	76	66	5	**	**	**	102	85	102	88	104
	12%	*21%*	*24%*	*23%*	*64%*	*74%*	*12%*	*13%*	*11%*	**	**	**	*12%*	*11%*	*12%*	*12%*	*12%*
					abc	**abc**											
Urgent delivery - on the same day or a specific time the next day	**69**	34	24	33	14	11	46	39	6	**	**	**	66	60	66	58	69
	8%	*12%*	*13%*	*15%*	*23%*	*17%*	*7%*	*8%*	*12%*	**	**	**	*8%*	*8%*	*8%*	*8%*	*8%*
					ab												
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**61**	34	20	37	16	13	53	34	*	**	**	**	59	55	59	53	59
	7%	*12%*	*11%*	*17%*	*26%*	*21%*	*8%*	*7%*	*1%*	**	**	**	*7%*	*7%*	*7%*	*7%*	*7%*
					ab	**ab**											
Cross-Border Delivery	**9**	4	3	3	1	2	8	7	2	**	**	**	8	8	8	8	9
	1%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*4%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	1	**	**	**	1	1	1	1	1
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**283**	116	76	132	36	28	198	140	14	**	**	**	274	255	274	254	280
	33%	*40%*	*40%*	*59%*	*57%*	*43%*	*30%*	*27%*	*29%*	**	**	**	*33%*	*33%*	*32%*	*35%*	*33%*
				abe	**ab**												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**994**	638	964	276	8	804	38	174	792	214	12	64	196	154	657	180
Weighted total	**862**	536	834	222	7	685	44	154	685	199	14	59	175	138	567	157
Standard delivery	**736**	447	716	182	**	587	**	130	585	162	**	45	145	109	490	137
	85%	*83%*	*86%*	*82%*	**	*86%* b	**	*84%*	*85%*	*81%*	**	*77%*	*83%*	*79%*	*87%* a	*87%* a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**240**	179	234	88	**	198	**	37	194	71	**	14	67	48	152	40
	28%	*33%* b	*28%*	*39%* b	**	*29%*	**	*24%*	*28%*	*35%*	**	*23%*	*38%* a	*35%* b	*27%*	*25%*
International delivery	**104**	70	98	65	**	79	**	23	75	34	**	11	29	26	54	23
	12%	*13%*	*12%*	*29%* **ab**	**	*12%*	** a	*15%*	*11%*	*17%*	**	*18%*	*17%*	*19%* b	*10%*	*15%* b
Urgent delivery - on the same day or a specific time the next day	**69**	50	69	25	**	48	**	8	57	20	**	2	18	13	38	18
	8%	*9%*	*8%*	*11%*	**	*7%*	**	*5%*	*8%*	*10%*	**	*4%*	*10%*	*10%*	*7%*	*11%* b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**61**	45	61	27	**	48	**	13	46	8	**	3	9	9	38	14
	7%	*8%*	*7%*	*12%* b	**	*7%*	**	*8%*	*7%*	*4%*	**	*5%*	*5%*	*6%*	*7%*	*9%*
Cross-Border Delivery	**9**	4	9	6	**	7	**	1	8	2	**	1	1	1	5	3
	1%	*1%*	*1%*	*3%* a	**	*1%*	**	*1%*	*1%*	*1%*	**	*2%*	*1%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	1	1	-	**	*	**	1	*	-	**	-	-	1	*	-
	****%***	**%*	**%*	*-%*	**	**%*	** a	**%*	**%*	*-%*	**	*-%*	*-%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**283**	211	277	102	**	226	**	42	232	80	**	18	73	58	175	50
	33%	*39%* b	*33%*	*46%* b	**	*33%*	**	*27%*	*34%*	*40%*	**	*30%*	*42%*	*42%* b	*31%*	*32%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**994**	126	73	781	578	416
Weighted total	**862**	122	72	662	498	365
Standard delivery	**736**	95	63	572	422	314
	85%	*78%*	*87%*	*86%* a	*85%*	*86%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**240**	35	23	181	127	112
	28%	*29%*	*32%*	*27%*	*26%*	*31%*
International delivery	**104**	21	13	70	55	48
	12%	*17%* c	*18%*	*11%*	*11%*	*13%*
Urgent delivery - on the same day or a specific time the next day	**69**	11	6	51	45	24
	8%	*9%*	*9%*	*8%*	*9%*	*6%*
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**61**	9	7	45	39	22
	7%	*7%*	*10%*	*7%*	*8%*	*6%*
Cross-Border Delivery	**9**	1	*	7	8	2
	1%	*1%*	**%*	*1%*	*2%*	**%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	1	-	*	1	-
	****%***	**%*	*-%*	**%*	**%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**283**	49	25	208	158	125
	33%	*40%*	*35%*	*31%*	*32%*	*34%*

Columns Tested: a,b,c - a,b

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**994**	88	63	83	125	102	59	73	69	109	79	75	69
Weighted total	**862**	76	64	70	104	105	55	41	63	109	58	69	49
Standard delivery	**736**	66	55	59	88	84	48	41	53	94	48	56	46
	85%	*86%*	*85%*	*85%*	*85%*	*80%*	*86%*	*99%*	*85%*	*86%*	*82%*	*82%*	*94%*
								abcdefhijk					**ejk**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**240**	18	13	17	31	34	16	9	20	26	18	23	16
	28%	*23%*	*20%*	*24%*	*30%*	*32%*	*28%*	*22%*	*31%*	*24%*	*32%*	*33%*	*33%*
International delivery	**104**	13	4	13	19	14	5	3	6	8	3	6	8
	12%	*18%*	*7%*	*19%*	*18%*	*14%*	*9%*	*6%*	*10%*	*7%*	*6%*	*9%*	*16%*
		gij		**bgij**	**bgij**								j
Urgent delivery - on the same day or a specific time the next day	**69**	11	4	7	12	7	2	4	7	7	*	4	4
	8%	*14%*	*6%*	*10%*	*12%*	*6%*	*4%*	*10%*	*11%*	*7%*	**%*	*6%*	*8%*
		j	j	j	j	j		j	j	j		j	j
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**61**	3	4	6	9	9	8	2	4	7	*	3	4
	7%	*5%*	*7%*	*9%*	*9%*	*8%*	*14%*	*6%*	*7%*	*7%*	**%*	*5%*	*8%*
			j	j	j	j	**aj**	j	j	j			j
Cross-Border Delivery	**9**	1	-	*	2	2	-	*	*	2	1	1	*
	1%	*2%*	*-%*	**%*	*2%*	*2%*	*-%*	**%*	**%*	*1%*	*1%*	*1%*	**%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**1**	-	-	-	-	-	-	-	-	1	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**283**	24	15	24	37	39	20	9	24	34	18	23	16
	33%	*32%*	*23%*	*34%*	*35%*	*37%*	*36%*	*23%*	*38%*	*31%*	*32%*	*34%*	*34%*
						g			g				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**994**	234	286	251	223
Weighted total	**862**	209	264	213	176
Standard delivery	**736**	179	219	188	150
	85%	*86%*	*83%*	*88%*	*85%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**240**	47	81	55	57
	28%	*22%*	*31%*	*26%*	*33%*
			a		a
International delivery	**104**	31	38	17	18
	12%	*15%*	*14%*	*8%*	*10%*
		c	c		
Urgent delivery - on the same day or a specific time the next day	**69**	22	21	18	8
	8%	*10%*	*8%*	*8%*	*5%*
		d			
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	**61**	14	26	14	8
	7%	*7%*	*10%*	*6%*	*4%*
			d		
Cross-Border Delivery	**9**	2	4	2	1
	1%	*1%*	*2%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	**1**	-	-	1	-
	****%***	-%	-%	*%	-%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**283**	63	95	67	58
	33%	*30%*	*36%*	*31%*	*33%*

Columns Tested: a,b,c,d

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**743**	462	175	58	48	-	281	137	131	47	26	83
Weighted total	**735**	701	21	7	6	-	34	212	163	57	19	36
Standard delivery	**459**	435	15	5	**	**	24	132	101	**	**	22
	62%	*62%*	*73%* a	*68%*	**	**	*71%* a	*62%*	*62%*	**	**	*61%*
Tracked service	**444**	424	11	5	**	**	19	143	94	**	**	21
	60%	*60%* b	*51%*	*74%* **abf**	**	**	*58%*	*68%*	*58%*	**	**	*57%*
International delivery	**171**	163	5	1	**	**	8	47	46	**	**	12
	23%	*23%*	*26%*	*21%*	**	**	*23%*	*22%*	*28%*	**	**	*32%* c
Timed delivery (i.e. to arrive by specific time /day)	**138**	130	4	2	**	**	8	34	34	**	**	9
	19%	*19%*	*20%*	*28%*	**	**	*22%*	*16%*	*21%*	**	**	*23%*
Urgent delivery - on the same day or a specific time the next day	**135**	128	4	2	**	**	7	24	39	**	**	8
	18%	*18%*	*19%*	*29%*	**	**	*21%*	*11%*	*24%* a	**	**	*22%* a
Cross-Border Delivery (to ROI)	**8**	7	1	*	**	**	1	2	2	**	**	*
	1%	*1%*	*4%* a	*2%*	**	**	*3%* a	*1%*	*1%*	**	**	*1%*
Other (PLEASE SPECIFY)	*****	-	*	-	**	**	*	-	-	**	**	*
	****%***	*-%*	*2%* a	*-%*	**	**	*1%* a	*-%*	*-%*	**	**	**%*
None of these (DO NOT READ OUT)	**3**	3	-	-	**	**	*	*	2	**	**	*
	****%***	**%*	*-%*	*-%*	**	**	**%*	**%*	*1%*	**	**	**%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	**	-	-	-	**	**	-
	-%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	*-%*
NET: Urgent / Tracked / Timed Mail	**529**	507	12	5	**	**	22	152	120	**	**	25
	72%	*72%* **bf**	*58%*	*78%* **bf**	**	**	*64%*	*71%*	*74%*	**	**	*69%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total	**735**	74	67	115	15	63	121	63	60	65	645	27	30	32
Standard delivery	**459**	57	**	70	**	**	72	42	**	39	397	20	22	20
	62%	*77%*	**	*60%*	**	**	*60%*	*66%*	**	*60%*	*62%*	*72%*	*74%*	*62%*
		bcfhj										h	**bfhj**	
Tracked service	**444**	48	**	63	**	**	76	41	**	37	395	14	19	17
	60%	*65%*	**	*55%*	**	**	*63%*	*65%*	**	*57%*	*61%*	*51%*	*62%*	*51%*
International delivery	**171**	22	**	26	**	**	22	20	**	16	155	5	6	5
	23%	*30%*	**	*23%*	**	**	*19%*	*32%*	**	*24%*	*24%*	*20%*	*19%*	*16%*
		hm	**fhm**	h				**hm**		h	h			
Timed delivery (i.e. to arrive by specific time /day)	**138**	23	**	14	**	**	25	10	**	11	122	6	6	4
	19%	*30%*	**	*12%*	**	**	*21%*	*16%*	**	*17%*	*19%*	*23%*	*19%*	*12%*
		chjm	**cm**											
Urgent delivery - on the same day or a specific time the next day	**135**	14	**	24	**	**	23	10	**	10	122	4	5	4
	18%	*18%*	**	*21%*	**	**	*19%*	*17%*	**	*16%*	*19%*	*14%*	*16%*	*13%*
Cross-Border Delivery (to ROI)	**8**	-	**	-	**	**	-	-	**	-	-	-	*	8
	1%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	*%	*24%*
														abcefghi jkl
Other (PLEASE SPECIFY)	*	-	**	-	**	**	*	-	**	-	*	-	*	-
	****%***	-%	**	-%	**	**	**%*	-%	**	-%	**%*	-%	**%*	-%
None of these (DO NOT READ OUT)	**3**	-	**	*	**	**	2	-	**	-	2	*	-	-
	****%***	-%	**	**%*	**	**	*2%*	-%	**	-%	**%*	*2%*	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**529**	54	**	82	**	**	91	51	**	43	471	19	20	20
	72%	*73%*	**	*71%*	**	**	*75%*	*80%*	**	*66%*	*73%*	*68%*	*66%*	*61%*
							m	m			m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	63	35	90	13	48	103	43	50	53	498	76	85	84
Weighted total	**735**	80	61	107	13	58	141	54	58	68	641	32	30	33
Standard delivery	**459**	57	**	64	**	**	88	**	**	41	397	20	22	20
	62%	*71%*	**	*59%*	**	**	*62%*	**	**	*60%*	*62%*	*62%*	*74%*	*62%*
													bchj	
Tracked service	**444**	54	**	58	**	**	89	**	**	38	392	16	19	17
	60%	*67%*	**	*54%*	**	**	*63%*	**	**	*56%*	*61%*	*50%*	*62%*	*52%*
		k				**chkm**								
International delivery	**171**	20	**	24	**	**	30	**	**	16	155	5	6	5
	23%	*25%*	**	*23%*	**	**	*21%*	**	**	*23%*	*24%*	*17%*	*19%*	*16%*
			hklm								h			
Timed delivery (i.e. to arrive by specific time /day)	**138**	25	**	16	**	**	23	**	**	11	122	6	6	4
	19%	*31%*	**	*15%*	**	**	*17%*	**	**	*16%*	*19%*	*20%*	*19%*	*12%*
		cfhjm	**cfhjm**			h								
Urgent delivery - on the same day or a specific time the next day	**135**	18	**	22	**	**	21	**	**	10	120	6	5	4
	18%	*22%*	**	*21%*	**	**	*15%*	**	**	*15%*	*19%*	*20%*	*16%*	*13%*
Cross-Border Delivery (to ROI)	**8**	-	**	-	**	**	-	**	**	-	-	-	*	8
	1%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	*%	*24%*
														abcefghi jkl
Other (PLEASE SPECIFY)	*	-	**	*	**	**	-	**	**	-	*	-	*	-
	%	-%	**	*%	**	**	-%	**	**	-%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	**3**	-	**	*	**	**	2	**	**	-	2	*	-	-
	%	-%	**	*%	**	**	*1%*	**	**	-%	*%	*2%*	-%	-%
Don't Know (DO NOT READ OUT)	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**529**	58	**	78	**	**	107	**	**	44	466	23	20	20
	72%	*72%*	**	*73%*	**	**	*76%*	**	**	*65%*	*73%*	*73%*	*66%*	*61%*
							m				m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	743	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total	735	12	123	8	46	297	9	23	209	583	152	675	60	717	18
Standard delivery	459	**	76	**	35	184	**	**	124	356	102	421	37	444	**
	62%	**	62%	**	77%	62%	**	**	59%	61%	67%	62%	62%	62%	**
					beh										
Tracked service	444	**	65	**	19	181	**	**	135	349	95	401	43	435	**
	60%	**	53%	**	42%	61%	**	**	65%	60%	62%	59%	71%	61%	**
						d			bd						
International delivery	171	**	32	**	2	86	**	**	43	139	32	159	12	165	**
	23%	**	26%	**	5%	29%	**	**	21%	24%	21%	24%	20%	23%	**
			d			dh			d						
Timed delivery (i.e. to arrive by specific time /day)	138	**	34	**	7	46	**	**	35	112	26	123	14	133	**
	19%	**	28%	**	14%	16%	**	**	17%	19%	17%	18%	24%	19%	**
			eh												
Urgent delivery - on the same day or a specific time the next day	135	**	25	**	9	37	**	**	54	106	29	119	16	132	**
	18%	**	20%	**	20%	13%	**	**	26%	18%	19%	18%	28%	18%	**
			e						e				a		
Cross-Border Delivery (to ROI)	8	**	1	**	*	3	**	**	3	5	2	6	1	7	**
	1%	**	1%	**	*%	1%	**	**	1%	1%	2%	1%	2%	1%	**
Other (PLEASE SPECIFY)	*	**	*	**	-	*	**	**	*	*	*	*	-	*	**
	*%	**	*%	**	-%	*%	**	**	*%	*%	*%	*%	-%	*%	**
None of these (DO NOT READ OUT)	3	**	-	**	-	3	**	**	*	3	-	3	*	3	**
	*%	**	-%	**	-%	1%	**	**	*%	*%	-%	*%	*%	*%	**
Don't Know (DO NOT READ OUT)	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	529	**	95	**	28	201	**	**	156	418	111	478	51	521	**
	72%	**	78%	**	60%	67%	**	**	75%	72%	73%	71%	85%	73%	**
			de						d				a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	743	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total	735	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
Standard delivery	459	170	87	196	272	157	26	**	**	**	**	**	429	30	44	228	187
	62%	61%	61%	65%	62%	62%	63%	**	**	**	**	**	62%	64%	61%	63%	62%
Tracked service	444	161	91	190	265	152	24	**	**	**	**	**	417	26	33	232	179
	60%	57%	63%	63%	61%	60%	58%	**	**	**	**	**	61%	57%	46%	64%	60%
																a	a
International delivery	171	48	39	83	70	74	24	**	**	**	**	**	145	26	2	68	100
	23%	17%	27%	27%	16%	29%	58%	**	**	**	**	**	21%	56%	3%	19%	34%
			a	a		ai	abi							abi		a	ab
Timed delivery (i.e. to arrive by specific time /day)	138	35	28	75	67	60	8	**	**	**	**	**	126	11	10	57	71
	19%	12%	19%	25%	15%	24%	20%	**	**	**	**	**	18%	24%	14%	16%	24%
				a		a											b
Urgent delivery - on the same day or a specific time the next day	135	41	33	59	65	56	12	**	**	**	**	**	122	14	8	57	70
	18%	15%	23%	20%	15%	22%	28%	**	**	**	**	**	18%	30%	11%	16%	23%
			a			a	ai							ai			ab
Cross-Border Delivery (to ROI)	8	5	2	2	4	4	*	**	**	**	**	**	8	*	-	4	4
	1%	2%	1%	1%	1%	2%	*%	**	**	**	**	**	1%	*%	-%	1%	1%
Other (PLEASE SPECIFY)	*	*	-	*	*	*	-	**	**	**	**	**	*	-	-	*	*
	*%	*%	-%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
None of these (DO NOT READ OUT)	3	1	2	-	3	-	*	**	**	**	**	**	3	*	3	-	*
	*%	*%	1%	-%	1%	-%	*%	**	**	**	**	**	*%	*%	4%	-%	*%
			c												bc		
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	529	195	109	220	310	190	26	**	**	**	**	**	499	29	42	267	219
	72%	70%	76%	73%	71%	75%	64%	**	**	**	**	**	73%	64%	59%	73%	73%
																a	a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total	**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
Standard delivery	**459**	308	292	369	459	170	315	327	**	**	**	**	**	**	443	**	**	**	**	**	**	**
	62%	*63%*	*63%*	*64%*	*62%*	*72%*	*64%*	*64%*	**	**	**	**	**	**	*63%*	**	**	**	**	**	**	**
						abcdf																
Tracked service	**444**	289	272	338	444	138	301	304	**	**	**	**	**	**	429	**	**	**	**	**	**	**
	60%	*59%*	*59%*	*59%*	*60%*	*59%*	*61%*	*59%*	**	**	**	**	**	**	*61%*	**	**	**	**	**	**	**
International delivery	**171**	94	102	126	171	56	113	112	**	**	**	**	**	**	161	**	**	**	**	**	**	**
	23%	*19%*	*22%*	*22%*	*23%*	*24%*	*23%*	*22%*	**	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	**138**	92	79	105	138	44	106	96	**	**	**	**	**	**	134	**	**	**	**	**	**	**
	19%	*19%*	*17%*	*18%*	*19%*	*19%*	*21%*	*19%*	**	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
Urgent delivery - on the same day or a specific time the next day	**135**	83	82	101	135	50	85	94	**	**	**	**	**	**	126	**	**	**	**	**	**	**
	18%	*17%*	*18%*	*18%*	*18%*	*21%*	*17%*	*18%*	**	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
Cross-Border Delivery (to ROI)	**8**	6	6	7	8	4	6	6	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**3**	*	*	*	3	-	-	*	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
NET: Urgent / Tracked / Timed Mail	**529**	347	325	402	529	169	364	365	**	**	**	**	**	**	509	**	**	**	**	**	**	**
	72%	*71%*	*70%*	*70%*	*72%*	*72%*	*73%*	*71%*	**	**	**	**	**	**	*72%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	743	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	735	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
Standard delivery	459	77	84	115	87	**	159	115	97	84	**	294	**	135	370	89
	62%	66%	65%	57%	72%	**	62%	72%	56%	62%	**	60%	**	67%	66%	50%
					c			acd							b	
Tracked service	444	65	85	116	66	**	149	98	106	82	**	299	**	123	329	114
	60%	56%	66%	58%	54%	**	58%	62%	61%	60%	**	61%	**	61%	59%	64%
			d													
International delivery	171	22	21	47	33	**	30	32	56	50	**	132	**	33	112	58
	23%	18%	17%	24%	28%	**	12%	20%	32%	36%	**	27%	**	16%	20%	33%
					b			a	ab	ab		bc				a
Timed delivery (i.e. to arrive by specific time /day)	138	18	19	44	24	**	40	17	52	27	**	102	**	32	99	38
	19%	15%	15%	22%	20%	**	15%	11%	30%	20%	**	21%	**	16%	18%	21%
									abd	b		b		b		
Urgent delivery - on the same day or a specific time the next day	135	18	25	42	16	**	27	34	50	24	**	100	**	27	99	36
	18%	15%	19%	21%	13%	**	10%	21%	29%	17%	**	20%	**	14%	18%	20%
				d				a	ad			c				
Cross-Border Delivery (to ROI)	8	1	2	3	2	**	1	3	3	1	**	4	**	3	5	2
	1%	1%	1%	1%	1%	**	*%	2%	2%	1%	**	1%	**	2%	1%	1%
Other (PLEASE SPECIFY)	*	-	-	*	*	**	-	-	*	*	**	*	**	-	*	*
	*%	-%	-%	*%	*%	**	-%	-%	*%	*%	**	*%	**	-%	*%	*%
None of these (DO NOT READ OUT)	3	-	-	-	*	**	3	-	-	-	**	1	**	2	2	1
	*%	-%	-%	-%	*%	**	1%	-%	-%	-%	**	*%	**	1%	*%	*%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	529	72	101	148	75	**	172	117	136	95	**	366	**	137	386	143
	72%	61%	79%	74%	62%	**	67%	73%	78%	70%	**	75%	**	68%	69%	80%
			ad	ad					a			b				a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**743**	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	**735**	545	29	492	243	532	42	486	249	184	441	88	-
Standard delivery	**459**	350	**	329	130	345	**	331	128	111	302	63	**
	62%	*64%*	**	*67%* b	*53%*	*65%*	**	*68%* b	*51%*	*60%*	*68%* a	*72%* a	**
Tracked service	**444**	318	**	286	158	307	**	286	158	135	261	52	**
	60%	*58%*	**	*58%*	*65%*	*58%*	** a	*59%*	*63%*	*73%* bc	*59%*	*60%*	**
International delivery	**171**	118	**	95	75	115	**	90	81	45	86	68	**
	23%	*22%*	**	*19%*	*31%* a	*22%*	**	*19%*	*32%* a	*25%*	*19%*	*77%* ab	**
Timed delivery (i.e. to arrive by specific time /day)	**138**	103	**	83	55	99	**	83	55	48	85	21	**
	19%	*19%*	**	*17%*	*23%*	*19%*	**	*17%*	*22%*	*26%* b	*19%*	*24%*	**
Urgent delivery - on the same day or a specific time the next day	**135**	91	**	87	48	88	**	81	54	48	78	25	**
	18%	*17%*	**	*18%*	*20%*	*17%*	** a	*17%*	*22%*	*26%* b	*18%*	*28%* b	**
Cross-Border Delivery (to ROI)	**8**	7	**	5	3	6	**	5	3	3	6	5	**
	1%	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*5%* ab	**
Other (PLEASE SPECIFY)	*	*	**	*	*	*	**	*	*	*	*	*	**
	%	*%*	**	*%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**
None of these (DO NOT READ OUT)	**3**	*	**	2	1	*	**	2	1	-	*	-	**
	%	*%*	**	*%*	*%*	*%*	**	*%*	*%*	-%	*%*	-%	**
Don't Know (DO NOT READ OUT)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
NET: Urgent / Tracked / Timed Mail	**529**	379	**	333	196	366	**	329	199	162	309	60	**
	72%	*70%*	**	*68%*	*81%* a	*69%*	** a	*68%*	*80%* a	*88%* bc	*70%*	*68%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**743**	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total	**735**	193	378	82	-	529	459	175	*	462	445	587	442	354	11
Standard delivery	**459**	116	268	67	**	265	459	127	**	289	280	380	288	247	**
	62%	*60%*	*71%*	*81%*	**	*50%*	*100%*	*72%*	**	*63%*	*63%*	*65%*	*65%*	*70%*	**
			a	**ab**			**ac**	a							
Tracked service	**444**	148	219	55	**	444	236	121	**	269	258	349	270	198	**
	60%	*77%*	*58%*	*67%*	**	*84%*	*51%*	*69%*	**	*58%*	*58%*	*59%*	*61%*	*56%*	**
		b				**bc**		b							
International delivery	**171**	47	84	66	**	132	125	171	**	89	96	136	95	78	**
	23%	*25%*	*22%*	*81%*	**	*25%*	*27%*	*98%*	**	*19%*	*22%*	*23%*	*21%*	*22%*	**
				ab				**ab**							
Timed delivery (i.e. to arrive by specific time /day)	**138**	45	73	19	**	138	82	55	**	90	77	112	88	61	**
	19%	*23%*	*19%*	*23%*	**	*26%*	*18%*	*31%*	**	*19%*	*17%*	*19%*	*20%*	*17%*	**
						b		b							
Urgent delivery - on the same day or a specific time the next day	**135**	51	63	23	**	135	76	57	**	75	75	100	82	54	**
	18%	*27%*	*17%*	*28%*	**	*26%*	*16%*	*33%*	**	*16%*	*17%*	*17%*	*19%*	*15%*	**
		b		b		b		b							
Cross-Border Delivery (to ROI)	**8**	3	5	3	**	5	5	8	**	6	6	7	5	6	**
	1%	*2%*	*1%*	*4%*	**	*1%*	*1%*	*4%*	**	*1%*	*1%*	*1%*	*1%*	*2%*	**
								ab							
Other (PLEASE SPECIFY)	*	*	*	-	**	*	*	*	**	*	*	*	*	*	**
	****%***	**%*	**%*	*-%*	**	**%*	**%*	**%*	**	**%*	**%*	**%*	**%*	**%*	**
None of these (DO NOT READ OUT)	**3**	-	*	-	**	-	-	-	**	*	*	2	*	-	**
	****%***	*-%*	**%*	*-%*	**	*-%*	*-%*	*-%*	**	**%*	**%*	**%*	**%*	*-%*	**
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
NET: Urgent / Tracked / Timed Mail	**529**	174	257	59	**	529	265	135	**	326	310	417	322	238	**
	72%	*90%*	*68%*	*72%*	**	*100%*	*58%*	*77%*	**	*71%*	*70%*	*71%*	*73%*	*67%*	**
		bc				**bc**		b							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total	**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
Standard delivery	**459**	318	251	180	72	79	344	297	**	**	**	**	435	376	439	417	452
	62%	*79%*	*86%*	*51%*	*74%*	*91%*	*75%*	*75%*	**	**	**	**	*62%*	*62%*	*63%*	*62%*	*63%*
		c	**acd**		c	**acd**											
Tracked service	**444**	247	164	271	75	58	275	231	**	**	**	**	426	374	426	412	439
	60%	*62%*	*56%*	*77%*	*77%*	*67%*	*60%*	*58%*	**	**	**	**	*61%*	*61%*	*61%*	*62%*	*61%*
				abe	**ab**												
International delivery	**171**	100	80	97	91	81	113	105	**	**	**	**	158	136	158	156	169
	23%	*25%*	*28%*	*28%*	*94%*	*93%*	*25%*	*27%*	**	**	**	**	*23%*	*22%*	*23%*	*23%*	*23%*
					abc	**abc**											
Timed delivery (i.e. to arrive by specific time /day)	**138**	75	42	99	29	19	100	70	**	**	**	**	126	113	126	126	135
	19%	*19%*	*15%*	*28%*	*30%*	*22%*	*22%*	*18%*	**	**	**	**	*18%*	*18%*	*18%*	*19%*	*19%*
				ab	**ab**												
Urgent delivery - on the same day or a specific time the next day	**135**	84	48	97	34	29	86	63	**	**	**	**	116	103	116	120	135
	18%	*21%*	*17%*	*27%*	*35%*	*33%*	*19%*	*16%*	**	**	**	**	*17%*	*17%*	*17%*	*18%*	*19%*
				ab	**ab**	**ab**											
Cross-Border Delivery (to ROI)	**8**	5	5	5	2	2	5	6	**	**	**	**	7	6	7	7	8
	1%	*1%*	*2%*	*1%*	*2%*	*3%*	*1%*	*2%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	*	*	*	*	*	*	*	*	**	**	**	**	*	*	*	*	*
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
None of these (DO NOT READ OUT)	**3**	-	-	-	-	-	*	-	**	**	**	**	2	*	2	1	2
	%	-%	-%	-%	-%	-%	*%	-%	**	**	**	**	*%	*%	*%	*%	*%
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**529**	280	183	328	82	65	323	273	**	**	**	**	501	444	501	488	522
	72%	*70%*	*63%*	*93%*	*85%*	*75%*	*70%*	*69%*	**	**	**	**	*72%*	*73%*	*71%*	*73%*	*72%*
		b		**abde**	**ab**	b											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**743**	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	**735**	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
Standard delivery	**459**	293	443	135	**	340	**	101	326	162	**	44	147	93	291	74
	62%	*60%*	*63%*	*68%* a	**	*63%*	**	*66%*	*62%*	*56%*	**	*51%*	*59%*	*58%*	*62%*	*68%*
Tracked service	**444**	332	428	132	**	331	**	98	305	178	**	51	154	110	271	63
	60%	*68%* b	*61%*	*67%*	**	*61%*	**	*64%*	*58%*	*61%*	**	*59%*	*62%*	*69%* b	*58%*	*58%*
International delivery	**171**	127	165	98	**	124	**	59	100	91	**	32	69	61	76	34
	23%	*26%*	*24%*	*50%* **ab**	**	*23%*	**	*39%* b	*19%*	*31%*	**	*37%*	*27%*	*39%* b	*16%*	*31%* b
Timed delivery (i.e. to arrive by specific time /day)	**138**	110	131	53	**	96	**	34	95	63	**	26	49	35	75	28
	19%	*22%*	*19%*	*27%* b	**	*18%*	**	*22%*	*18%*	*22%*	**	*30%*	*19%*	*22%*	*16%*	*26%* b
Urgent delivery - on the same day or a specific time the next day	**135**	95	121	54	**	95	**	27	96	66	**	13	59	42	75	18
	18%	*19%*	*17%*	*27%* **ab**	**	*18%*	**	*17%*	*18%*	*23%*	**	*16%*	*23%*	*26%* b	*16%*	*17%*
Cross-Border Delivery (to ROI)	**8**	4	8	6	**	7	**	1	7	3	**	2	1	2	3	3
	1%	*1%*	*1%*	*3%* **ab**	**	*1%*	**	*1%*	*1%*	*1%*	**	*2%*	**%*	*1%*	*1%*	*3%*
Other (PLEASE SPECIFY)	*	*	*	*	**	*	**	*	*	*	**	-	*	*	*	-
	****%***	**%*	**%*	**%*	**	**%*	**	**%*	**%*	**%*	**	*-%*	**%*	**%*	**%*	*-%*
None of these (DO NOT READ OUT)	**3**	1	2	-	**	2	**	2	*	*	**	1	-	*	2	*
	****%***	**%*	**%*	*-%*	**	**%*	**	*1%* b	**%*	**%*	**	*1%*	*-%*	**%*	**%*	**%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**529**	389	501	162	**	384	**	109	374	225	**	62	193	126	329	74
	72%	*79%* b	*72%*	*82%* b	**	*71%*	**	*71%*	*72%*	*78%*	**	*72%*	*77%*	*79%* **bc**	*71%*	*68%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**743**	169	69	497	409	334
Weighted total	**735**	196	76	457	380	354
Standard delivery	**459**	109	37	310	223	235
	62%	*56%*	*48%*	*68%*	*59%*	*66%*
				ab		a
Tracked service	**444**	107	50	285	229	215
	60%	*55%*	*65%*	*62%*	*60%*	*61%*
International delivery	**171**	60	20	91	72	99
	23%	*31%*	*26%*	*20%*	*19%*	*28%*
		c				a
Timed delivery (i.e. to arrive by specific time /day)	**138**	44	11	83	76	61
	19%	*22%*	*14%*	*18%*	*20%*	*17%*
Urgent delivery - on the same day or a specific time the next day	**135**	51	13	69	66	69
	18%	*26%*	*17%*	*15%*	*17%*	*20%*
		c				
Cross-Border Delivery (to ROI)	**8**	2	1	5	4	3
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	*	*	*	*	*	*
	***%**	*%*	*%*	*%*	*%*	*%*
None of these (DO NOT READ OUT)	**3**	*	2	*	*	2
	***%**	*%*	*3%*	*%*	*%*	*1%*
			ac			
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Urgent / Tracked / Timed Mail	**529**	145	57	325	272	257
	72%	*74%*	*74%*	*71%*	*71%*	*73%*

Columns Tested: a,b,c - a,b

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total	**735**	67	74	54	88	90	58	46	52	63	59	46	39
Standard delivery	**459**	48	48	39	51	43	34	26	27	45	43	**	**
	62%	*72%*	*65%*	*71%*	*57%*	*47%*	*59%*	*56%*	*53%*	*72%*	*72%*	**	**
		deh	e	**eh**						**eh**	**eh**		e
Tracked service	**444**	44	37	30	57	60	36	27	38	33	36	**	**
	60%	*66%*	*51%*	*55%*	*65%*	*67%*	*62%*	*58%*	*73%*	*53%*	*60%*	**	**
									bik				
International delivery	**171**	23	23	9	29	15	13	6	18	9	17	**	**
	23%	*35%*	*31%*	*16%*	*32%*	*17%*	*23%*	*12%*	*35%*	*15%*	*28%*	**	**
		cegikl	**gikl**		**cegikl**				**cegikl**		**gl**		
Timed delivery (i.e. to arrive by specific time /day)	**138**	17	14	12	23	18	10	10	9	7	11	**	**
	19%	*25%*	*19%*	*22%*	*26%*	*20%*	*17%*	*22%*	*17%*	*11%*	*18%*	**	**
		ikl			**ikl**								
Urgent delivery - on the same day or a specific time the next day	**135**	14	10	10	18	10	6	11	12	10	15	**	**
	18%	*21%*	*14%*	*19%*	*20%*	*11%*	*11%*	*25%*	*24%*	*16%*	*26%*	**	**
								ef			**ef**		
Cross-Border Delivery (to ROI)	**8**	2	-	*	1	1	-	*	*	1	1	**	**
	1%	*3%*	*-%*	**%*	*2%*	*1%*	*-%*	**%*	**%*	*1%*	*2%*	**	**
Other (PLEASE SPECIFY)	*	*	-	*	*	*	-	-	-	-	-	**	**
	****%***	**%*	*-%*	**%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
None of these (DO NOT READ OUT)	**3**	-	-	-	-	-	-	-	-	-	1	**	**
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	**	**
												d	
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**
NET: Urgent / Tracked / Timed Mail	**529**	53	46	40	69	72	40	33	42	36	40	**	**
	72%	*80%*	*63%*	*74%*	*78%*	*80%*	*70%*	*72%*	*81%*	*57%*	*68%*	**	**
		bi			**bi**	**bi**			**bi**				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**743**	188	230	167	158
Weighted total	**735**	195	236	160	144
Standard delivery	**459**	135	127	98	98
	62%	*69%*	*54%*	*62%*	*68%*
		b			b
Tracked service	**444**	111	154	97	82
	60%	*57%*	*65%*	*61%*	*57%*
International delivery	**171**	55	57	33	26
	23%	*28%*	*24%*	*20%*	*18%*
		d			
Timed delivery (i.e. to arrive by specific time /day)	**138**	43	50	26	19
	19%	*22%*	*21%*	*16%*	*13%*
		d	d		
Urgent delivery - on the same day or a specific time the next day	**135**	35	34	34	32
	18%	*18%*	*14%*	*21%*	*22%*
					b
Cross-Border Delivery (to ROI)	**8**	2	3	1	2
	1%	*1%*	*1%*	*1%*	*2%*
Other (PLEASE SPECIFY)	*	*	*	-	-
	***%**	*%*	*%*	-%	-%
None of these (DO NOT READ OUT)	**3**	-	-	-	3
	***%**	-%	-%	-%	*2%*
					b
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	**529**	139	181	110	98
	72%	*72%*	*77%*	*69%*	*68%*

Columns Tested: a,b,c,d

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	d	e
Unweighted total	**1639**	1027	391	131	90	-	612	329	285	107	49	136
Weighted total	**1583**	1511	45	15	11	-	71	479	360	97	36	53
Letters	**1336**	1269	42	15	10	**	67	384	313	84	**	40
	84%	*84%*	*93%*	*99%*	*91%*	**	*94%*	*80%*	*87%*	*86%*	**	*76%*
			a	**abdf**			a		**ae**	e	e	
Large Letters	**835**	786	29	11	9	**	49	236	175	62	**	33
	53%	*52%*	*63%*	*77%*	*84%*	**	*69%*	*49%*	*49%*	*64%*	**	*61%*
			a	**ab**	**abf**		**ab**			**ab**		**ab**
Parcels and packets	**587**	559	16	6	6	**	28	176	128	41	**	31
	37%	*37%*	*36%*	*43%*	*50%*	**	*40%*	*37%*	*36%*	*42%*	**	*58%*
					ab							**abcd**
None of these (DO NOT READ OUT)	**14**	13	1	-	-	**	1	2	2	*	**	2
	1%	*1%*	*1%*	*-%*	*-%*	**	*1%*	**%*	*1%*	**%*	**	*4%*
												ab
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1639**	102	78	211	42	101	200	118	99	95	1046	182	192	219
Weighted total	**1583**	140	123	275	51	129	247	147	126	122	1361	70	73	79
Letters	**1336**	118	101	240	**	112	207	121	110	93	1141	60	63	72
	84%	*84%*	*82%*	*87%*	**	*87%*	*84%*	*83%*	*87%*	*76%*	*84%*	*85%*	*86%*	*92%*
				i					i		i	i	i	**abdfgij**
Large Letters	**835**	82	63	167	**	52	123	84	59	62	718	37	37	43
	53%	*59%*	*51%*	*61%*	**	*40%*	*50%*	*58%*	*47%*	*51%*	*53%*	*53%*	*51%*	*54%*
		e		**efhj**				e			e	e		e
Parcels and packets	**587**	64	56	103	**	35	96	51	46	51	512	24	24	28
	37%	*46%*	*46%*	*38%*	**	*27%*	*39%*	*35%*	*37%*	*42%*	*38%*	*33%*	*33%*	*36%*
		dekl	**de**	d			**de**	d	d	**de**	**de**	d	d	d
None of these (DO NOT READ OUT)	**14**	2	2	*	**	-	4	4	*	-	13	-	*	1
	1%	*2%*	*2%*	**%*	**	*-%*	*2%*	*3%*	**%*	*-%*	*1%*	*-%*	**%*	*1%*
								ckl						
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1639**	119	63	200	39	94	211	99	101	109	1035	188	197	219
Weighted total	**1583**	167	101	261	46	109	272	122	133	141	1352	76	77	78
Letters	**1336**	144	79	230	**	91	222	102	117	110	1132	65	67	71
	84%	*86%*	*78%*	*88%*	**	*84%*	*82%*	*84%*	*88%*	*78%*	*84%*	*86%*	*87%*	*92%*
				bi								i	i	**bdfgij**
Large Letters	**835**	98	53	156	**	43	138	71	59	70	713	40	40	43
	53%	*58%*	*52%*	*60%*	**	*40%*	*51%*	*58%*	*44%*	*50%*	*53%*	*52%*	*52%*	*55%*
		eh		**eh**				**eh**			e	e		e
Parcels and packets	**587**	70	47	97	**	33	112	44	46	53	511	24	24	28
	37%	*42%*	*47%*	*37%*	**	*31%*	*41%*	*36%*	*35%*	*37%*	*38%*	*31%*	*31%*	*36%*
		d	**dekl**	d			**dkl**	d		d	d			d
None of these (DO NOT READ OUT)	**14**	2	2	-	**	-	6	2	*	-	13	-	*	1
	1%	*1%*	*2%*	*-%*	**	*-%*	*2%*	*2%*	**%*	*-%*	*1%*	*-%*	**%*	*1%*
			c				**ckl**							
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**1639**	37	162	32	139	381	69	81	723	1211	428	1443	196	1580	59
Weighted total	**1583**	31	159	27	122	456	57	77	639	1260	323	1430	152	1510	73
Letters	**1336**	**	105	**	109	358	50	73	572	1068	268	1192	144	1272	64
	84%	**	*66%*	**	*89%*	*78%*	*88%*	*94%*	*89%*	*85%*	*83%*	*83%*	*95%*	*84%*	*88%*
		b		**be**	**be**	b	b	**be**	**be**				a		
Large Letters	**835**	**	80	**	75	216	10	63	352	672	164	752	84	817	18
	53%	**	*50%*	**	*61%*	*47%*	*18%*	*82%*	*55%*	*53%*	*51%*	*53%*	*55%*	*54%*	*25%*
		f	f	f	**ef**	f		**abcdefh**	**ef**					b	
Parcels and packets	**587**	**	77	**	37	237	8	20	182	456	131	544	43	571	16
	37%	**	*49%*	**	*30%*	*52%*	*15%*	*26%*	*29%*	*36%*	*41%*	*38%*	*28%*	*38%*	*22%*
		f	**cdfgh**		f	**cdfgh**			f			b		b	
None of these (DO NOT READ OUT)	**14**	**	9	**	-	4	-	-	*	12	2	14	*	14	-
	1%	**	*6%*	**	-%	*1%*	-%	-%	*%	*1%*	*1%*	*1%*	*%	*1%*	-%
			defgh			h									
Don't Know (DO NOT READ OUT)	**-**	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**1639**	920	285	421	1167	396	65	7	4	-	-	-	1563	76	414	753	472
Weighted total	**1583**	873	290	404	1220	311	44	5	2	-	-	-	1532	51	489	731	362
Letters	**1336**	767	248	310	1074	230	30	**	**	**	**	**	1303	33	447	626	262
	84%	*88%*	*86%*	*77%*	*88%*	*74%*	*69%*	**	**	**	**	**	*85%*	*64%*	*91%*	*86%*	*72%*
		c	c		**bcij**								**bcj**		**bc**	c	
Large Letters	**835**	370	180	275	580	212	37	**	**	**	**	**	792	44	148	432	256
	53%	*42%*	*62%*	*68%*	*48%*	*68%*	*85%*	**	**	**	**	**	*52%*	*86%*	*30%*	*59%*	*71%*
			a	a		**ai**	**abi**						a	**abi**		a	**ab**
Parcels and packets	**587**	216	120	247	357	192	34	**	**	**	**	**	548	39	60	296	231
	37%	*25%*	*41%*	*61%*	*29%*	*61%*	*78%*	**	**	**	**	**	*36%*	*77%*	*12%*	*41%*	*64%*
			a	**ab**		**ai**	**abi**						a	**abi**		a	**ab**
None of these (DO NOT READ OUT)	**14**	10	2	2	10	4	*	**	**	**	**	**	14	*	1	9	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**%*	**	**	**	**	**	*1%*	**%*	**%*	*1%*	*1%*
																a	
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1639**	1442	966	1532	698	532	1073	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1583**	1336	840	1454	676	419	955	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Letters	**1336**	1336	722	1336	462	366	824	1216	66	**	**	**	**	**	451	**	**	**	**	**	**	**
	84%	*100%*	*86%*	*92%*	*68%*	*87%*	*86%*	*92%*	*97%*	**	**	**	**	**	*69%*	**	**	**	**	**	**	**
		bcdef	d	**bdef**		d	d															
Large Letters	**835**	718	835	835	445	279	573	761	45	**	**	**	**	**	429	**	**	**	**	**	**	**
	53%	*54%*	*100%*	*57%*	*66%*	*66%*	*60%*	*57%*	*65%*	**	**	**	**	**	*66%*	**	**	**	**	**	**	**
			acdef	a	**acf**	**acf**	a		c													
Parcels and packets	**587**	402	387	472	587	191	404	417	21	**	**	**	**	**	569	**	**	**	**	**	**	**
	37%	*30%*	*46%*	*32%*	*87%*	*46%*	*42%*	*31%*	*31%*	**	**	**	**	**	*87%*	**	**	**	**	**	**	**
			ac		**abcef**	**ac**	**ac**			**ab**	**ab**											
None of these (DO NOT READ OUT)	**14**	-	-	-	14	6	11	-	-	**	**	**	**	**	12	**	**	**	**	**	**	**
	1%	-%	-%	-%	*2%*	*2%*	*1%*	-%	-%	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
					abc	**abc**	**abc**															
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**1639**	380	372	431	337	12	222	156	181	133	6	400	35	256	1512	127
Weighted total	**1583**	456	379	410	193	14	242	145	162	123	4	443	25	199	1455	128
Letters	**1336**	412	356	382	174	**	167	102	112	78	**	281	**	161	1256	80
	84%	*90%*	*94%*	*93%*	*90%*	**	*69%*	*70%*	*69%*	*63%*	**	*63%*	**	*81%*	*86%*	*62%*
			d											**ab**	b	
Large Letters	**835**	158	196	303	169	**	142	104	98	96	**	290	**	136	755	81
	53%	*35%*	*52%*	*74%*	*87%*	**	*59%*	*72%*	*60%*	*78%*	**	*65%*	**	*69%*	*52%*	*63%*
			a	**ab**	**abc**			**ac**		**ac**						a
Parcels and packets	**587**	82	103	172	110	**	212	130	132	111	**	378	**	178	520	67
	37%	*18%*	*27%*	*42%*	*57%*	**	*87%*	*89%*	*81%*	*90%*	**	*85%*	**	*89%*	*36%*	*53%*
			a	**ab**	**abc**			c		c						a
None of these (DO NOT READ OUT)	**14**	-	-	-	-	**	5	*	5	4	**	11	**	2	3	11
	1%	*-%*	*-%*	*-%*	*-%*	**	*2%*	**%*	*3%*	*3%*	**	*2%*	**	*1%*	**%*	*9%*
									b	b						a
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1639**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1583**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Letters	**1336**	1330	**	333	129	1314	**	333	130	308	1251	137	**
	84%	*92%*	**	*68%*	*69%*	*92%*	**	*69%*	*67%*	*100%*	*100%*	*100%*	**
Large Letters	**835**	830	**	320	125	816	**	316	129	207	663	98	**
	53%	*57%*	**	*65%*	*67%*	*57%*	**	*65%*	*67%*	*67%* b	*53%*	*72%* b	**
Parcels and packets	**587**	470	**	482	105	461	**	476	111	158	363	71	**
	37%	*32%*	**	*98%* b	*56%*	*32%*	**	*98%* b	*58%*	*51%* b	*29%*	*52%* b	**
None of these (DO NOT READ OUT)	**14**	-	**	1	13	-	**	1	13	-	-	-	**
	1%	-%	**	*%*	*7%* a	-%	**	*%*	*7%* a	-%	-%	-%	**
Don't Know (DO NOT READ OUT)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1639	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	1583	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Letters	1336	220	630	82	**	326	289	91	**	1336	718	402	1085	857	**
	84%	*80%*	*88%* ac	*78%*	**	*67%* c	*68%* c	*55%*	**	*100%* bc	*86%* c	*68%*	*92%*	*94%*	**
Large Letters	835	273	712	104	**	310	280	99	**	718	835	386	704	527	**
	53%	*100%*	*100%*	*99%*	**	*64%*	*65%*	*61%*	**	*54%*	*100%* ac	*66%* a	*60%*	*58%*	**
Parcels and packets	587	170	312	68	**	417	380	139	**	402	386	587	382	316	**
	37%	*62%* b	*44%*	*65%* b	**	*86%*	*89%*	*85%*	**	*30%*	*46%* a	*100%* ab	*32%*	*35%*	** a
None of these (DO NOT READ OUT)	14	-	-	-	**	5	10	8	**	-	-	-	-	-	**
	1%	*-%*	*-%*	*-%*	**	*1%*	*2%*	*5%* a	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Don't Know (DO NOT READ OUT)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**1639**	410	309	334	82	85	1217	1050	74	16	29	10	1581	1380	1590	1343	1601
Weighted total	**1583**	378	275	328	91	83	1154	937	67	14	28	10	1519	1271	1526	1260	1540
Letters	**1336**	280	193	216	51	51	1022	828	60	**	**	**	1297	1090	1298	1047	1304
	84%	*74%*	*70%*	*66%*	*56%*	*61%*	*89%*	*88%*	*89%*	**	**	**	*85%*	*86%*	*85%*	*83%*	*85%*
		cde	d														
Large Letters	**835**	275	179	211	60	61	649	509	47	**	**	**	813	756	820	696	825
	53%	*73%*	*65%*	*64%*	*66%*	*74%*	*56%*	*54%*	*69%*	**	**	**	*54%*	*59%*	*54%*	*55%*	*54%*
		bc												**acde**			
Parcels and packets	**587**	357	265	315	91	81	403	355	31	**	**	**	562	489	565	537	578
	37%	*95%*	*96%*	*96%*	*100%*	*98%*	*35%*	*38%*	*45%*	**	**	**	*37%*	*38%*	*37%*	*43%*	*38%*
					a											**abce**	
None of these (DO NOT READ OUT)	**14**	3	*	-	-	-	7	6	-	**	**	**	14	13	14	11	12
	1%	*1%*	*%*	*-%*	*-%*	*-%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**1639**	984	1572	398	15	1372	56	275	1364	268	13	74	248	194	1155	283
Weighted total	**1583**	923	1509	340	13	1312	63	281	1301	266	18	73	236	184	1143	253
Letters	**1336**	749	1282	271	**	1114	53	217	1119	190	**	48	171	131	976	226
	84%	*81%*	*85%*	*80%*	**	*85%*	*84%*	*77%*	*86%*	*71%*	**	*65%*	*73%*	*71%*	*85%*	*89%*
			ac						a						a	a
Large Letters	**835**	519	808	212	**	684	44	154	682	179	**	55	156	130	557	148
	53%	*56%*	*54%*	*62%*	**	*52%*	*70%*	*55%*	*52%*	*67%*	**	*75%*	*66%*	*71%*	*49%*	*59%*
				ab			a							**bc**		b
Parcels and packets	**587**	392	558	163	**	477	21	127	460	170	**	50	146	127	371	89
	37%	*42%*	*37%*	*48%*	**	*36%*	*33%*	*45%*	*35%*	*64%*	**	*68%*	*62%*	*69%*	*32%*	*35%*
		b		b				b						**bc**		
None of these (DO NOT READ OUT)	**14**	7	14	3	**	9	*	6	8	13	**	4	9	2	11	1
	1%	*1%*	*1%*	*1%*	**	*1%*	*%*	*2%*	*1%*	*5%*	**	*6%*	*4%*	*1%*	*1%*	*%*
								b								
Don't Know (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1639**	184	102	1334	929	710
Weighted total	**1583**	207	110	1253	882	701
Letters	**1336**	140	71	1116	763	573
	84%	*67%*	*65%*	*89%*	*87%*	*82%*
				ab	b	
Large Letters	**835**	112	69	649	478	357
	53%	*54%*	*63%*	*52%*	*54%*	*51%*
			c			
Parcels and packets	**587**	128	55	401	297	290
	37%	*62%*	*50%*	*32%*	*34%*	*41%*
		c	c			a
None of these (DO NOT READ OUT)	**14**	9	4	1	5	9
	1%	*4%*	*4%*	**%*	*1%*	*1%*
		c	c			
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1639**	158	118	138	189	144	90	128	116	172	149	137	100
Weighted total	**1583**	138	135	129	175	149	91	102	115	177	140	145	87
Letters	**1336**	115	105	109	143	132	71	90	95	149	126	130	71
	84%	*84%*	*78%*	*84%*	*82%*	*88%*	*78%*	*88%*	*83%*	*84%*	*90%*	*89%*	*82%*
						bf		**bf**			**bdf**	**bf**	
Large Letters	**835**	74	59	69	101	99	55	39	61	104	58	69	48
	53%	*54%*	*44%*	*53%*	*58%*	*67%*	*60%*	*38%*	*53%*	*59%*	*41%*	*47%*	*56%*
		gj		**gj**	**bgj**	**abcghjk**	**bgj**		g	**bgjk**			**gj**
Parcels and packets	**587**	59	60	46	71	69	42	37	43	49	48	40	23
	37%	*43%*	*44%*	*36%*	*41%*	*46%*	*46%*	*37%*	*38%*	*28%*	*34%*	*28%*	*27%*
		ikl	**ikl**		**ikl**	**ijkl**	**ikl**						
None of these (DO NOT READ OUT)	**14**	*	2	3	2	4	*	-	*	-	*	3	*
	1%	**%*	*2%*	*2%*	*1%*	*3%*	**%*	*-%*	**%*	*-%*	**%*	*2%*	**%*
						aij							
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1639**	414	423	416	386
Weighted total	**1583**	403	414	394	372
Letters	**1336**	329	345	335	327
	84%	*82%*	*83%*	*85%*	*88%*
					a
Large Letters	**835**	202	255	204	175
	53%	*50%*	*61%*	*52%*	*47%*
			acd		
Parcels and packets	**587**	166	181	129	111
	37%	*41%*	*44%*	*33%*	*30%*
		cd	**cd**		
None of these (DO NOT READ OUT)	**14**	5	6	*	3
	1%	*1%*	*1%*	**%*	*1%*
		c	c		
Don't Know (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**1532**	941	375	130	86	-	591	294	264	101	48	126
Weighted total	**1454**	1385	43	15	11	-	69	430	334	94	35	47
Standard Stamped Mail 1st Class	**939**	908	20	7	3	**	30	302	224	52	**	18
	65%	*66%*	*47%*	*45%*	*32%*	**	*44%*	*70%*	*67%*	*56%*	**	*39%*
		bcdf	d				d	**cde**	**cde**	e		
Standard Stamped Mail 2nd Class	**710**	683	18	6	3	**	27	208	174	38	**	14
	49%	*49%*	*42%*	*37%*	*28%*	**	*39%*	*48%*	*52%*	*41%*	**	*31%*
		bcdf	d				d	e	e			
1st Class large letter stamps	**523**	504	13	4	3	**	20	171	119	32	**	12
	36%	*36%*	*29%*	*30%*	*25%*	**	*29%*	*40%*	*36%*	*34%*	**	*26%*
		bdf						**de**	d	d		
2nd Class large letter stamps	**345**	331	10	3	1	**	14	108	76	20	**	6
	24%	*24%*	*23%*	*20%*	*11%*	**	*20%*	*25%*	*23%*	*22%*	**	*13%*
		d	d				d	**de**	**de**	d		
Franked / metered mail 1st Class	**214**	184	16	7	6	**	30	16	32	26	**	17
	15%	*13%*	*37%*	*51%*	*58%*	**	*43%*	*4%*	*10%*	*28%*	**	*35%*
			a	**ab**	**abf**		a		a	**ab**	**ab**	**ab**
Franked / metered mail 2nd Class	**188**	161	15	7	6	**	27	23	34	22	**	15
	13%	*12%*	*33%*	*44%*	*55%*	**	*39%*	*5%*	*10%*	*23%*	**	*31%*
			a	**ab**	**abf**		a		a	**ab**	**ab**	**ab**
PPI - PPI 2nd Class	**36**	32	2	1	1	**	4	6	5	6	**	3
	2%	*2%*	*5%*	*6%*	*6%*	**	*5%*	*1%*	*2%*	*6%*	**	*6%*
			a	a			a			**ab**		**ab**
PPI - PPI 1st Class	**34**	30	2	1	1	**	4	2	9	3	**	3
	2%	*2%*	*4%*	*6%*	*9%*	**	*5%*	*1%*	*3%*	*3%*	**	*6%*
			a	a	a		a		a		a	a
Bulk Mail	**18**	15	2	1	*	**	3	-	2	2	**	1
	1%	*1%*	*5%*	*5%*	*4%*	**	*4%*	*-%*	*1%*	*2%*	**	*2%*
			a	a	a		a			a		a
None of these (DO NOT READ OUT)	**30**	29	*	-	-	**	*	12	6	2	**	*
	2%	*2%*	*1%*	*-%*	*-%*	**	*1%*	*3%*	*2%*	*2%*	**	**%*
		f									e	
Don't Know (DO NOT READ OUT)	*	-	*	-	-	**	*	-	*	-	**	-
	****%***	*-%*	*1%*	*-%*	*-%*	**	*1%*	*-%*	**%*	*-%*	**	*-%*
			a				a					
Refused (DO NOT READ OUT)	**-**	-	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1532	91	73	201	41	96	185	109	91	88	975	169	179	209
Weighted total	1454	126	114	259	49	120	224	134	114	108	1249	64	67	74
Standard Stamped Mail 1st Class	939	75	60	186	**	81	153	87	78	65	815	38	44	41
	65%	60%	52%	72%	**	67%	68%	65%	68%	61%	65%	59%	66%	56%
				abkm		b	bm		bm		bm		b	
Standard Stamped Mail 2nd Class	710	65	57	95	**	57	113	76	56	52	597	35	37	41
	49%	52%	50%	37%	**	48%	50%	57%	49%	48%	48%	54%	56%	55%
		c					c	c	c		c	c	c	c
1st Class large letter stamps	523	49	33	104	**	31	88	52	46	35	450	22	25	26
	36%	39%	29%	40%	**	26%	39%	38%	40%	33%	36%	35%	37%	36%
				e			e		e		e			
2nd Class large letter stamps	345	38	21	41	**	21	53	44	28	22	283	24	19	20
	24%	30%	18%	16%	**	17%	24%	33%	25%	20%	23%	37%	29%	27%
		ce					c	bceij			cbcefhijm		ce	c
Franked / metered mail 1st Class	214	25	15	43	**	15	35	14	18	13	186	7	8	12
	15%	20%	13%	17%	**	13%	16%	11%	16%	12%	15%	11%	12%	17%
Franked / metered mail 2nd Class	188	22	13	29	**	11	36	15	12	16	158	8	8	13
	13%	17%	12%	11%	**	9%	16%	11%	10%	15%	13%	13%	13%	18%
														e
PPI - PPI 2nd Class	36	5	4	2	**	7	*	6	*	6	33	1	1	1
	2%	4%	3%	1%	**	6%	*%	4%	*%	6%	3%	1%	2%	1%
		cf	f		f	cfhkm		cfm		cfhkm	f			
PPI - PPI 1st Class	34	5	2	*	**	9	4	4	-	6	31	1	1	*
	2%	4%	2%	*%	**	7%	2%	3%	-%	6%	3%	2%	1%	*%
		cm				cfhjklm		cm		chlm	c	c		
Bulk Mail	18	1	*	6	**	1	*	4	*	2	14	*	1	2
	1%	*%	*%	2%	**	1%	*%	3%	*%	2%	1%	*%	2%	3%
				f				f						fjk
None of these (DO NOT READ OUT)	30	2	4	6	**	2	4	2	2	6	29	1	-	-
	2%	1%	3%	2%	**	2%	2%	1%	2%	6%	2%	1%	-%	-%
			lm	lm	lm					klm	lm			
Don't Know (DO NOT READ OUT)	*	-	-	*	**	*	*	-	-	-	*	-	-	-
	*%	-%	-%	*%	**	*%	*%	-%	-%	-%	*%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1532	109	58	190	37	89	195	91	93	102	964	175	184	209
Weighted total	1454	154	92	243	44	99	247	111	121	127	1239	69	72	73
Standard Stamped Mail 1st Class	939	96	51	177	**	66	165	72	78	81	811	41	46	41
	65%	62%	56%	73%	**	67%	67%	64%	65%	64%	65%	59%	64%	56%
				bdjkm			m				m			
Standard Stamped Mail 2nd Class	710	74	46	90	**	45	123	63	60	65	591	37	41	41
	49%	48%	50%	37%	**	45%	50%	57%	50%	51%	48%	54%	58%	55%
					c		c	c	c	c	c	c	cej	cj
1st Class large letter stamps	523	55	30	90	**	28	105	42	44	43	450	22	24	26
	36%	36%	32%	37%	**	28%	43%	38%	36%	33%	36%	32%	34%	36%
							ek							
2nd Class large letter stamps	345	42	20	38	**	17	62	35	27	27	282	24	19	20
	24%	27%	22%	16%	**	17%	25%	31%	22%	21%	23%	34%	27%	27%
		c			ce		c	ce			c	cehij	c	c
Franked / metered mail 1st Class	214	25	10	43	**	13	40	13	18	15	186	7	9	12
	15%	16%	11%	18%	**	13%	16%	11%	15%	12%	15%	11%	12%	17%
				k										
Franked / metered mail 2nd Class	188	24	11	27	**	9	39	11	14	18	157	9	9	13
	13%	16%	12%	11%	**	9%	16%	10%	12%	14%	13%	12%	12%	18%
														e
PPI - PPI 2nd Class	36	6	4	2	**	4	2	4	*	6	31	3	1	1
	2%	4%	4%	1%	**	5%	1%	4%	*%	5%	3%	4%	2%	1%
					cfhm	cf				cfhm		cf		
PPI - PPI 1st Class	34	5	2	*	**	6	4	4	-	6	31	1	1	*
	2%	3%	2%	*%	**	6%	2%	4%	-%	5%	3%	2%	1%	*%
		cm	c		chlm	cfhjlm		cm		chlm	c			
Bulk Mail	18	1	*	4	**	1	6	*	*	2	14	*	1	2
	1%	*%	*%	2%	**	1%	2%	*%	*%	1%	1%	*%	2%	3%
														jk
None of these (DO NOT READ OUT)	30	4	2	6	**	2	4	2	2	6	29	1	-	-
	2%	3%	2%	2%	**	2%	2%	2%	2%	5%	2%	1%	-%	-%
		lm	m	lm	lm	m				klm	lm			
Don't Know (DO NOT READ OUT)	*	-	-	*	**	*	-	-	-	-	*	-	-	-
	*%	-%	-%	*%	**	*%	-%	-%	-%	-%	*%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1532	36	133	31	134	339	64	81	699	1140	392	1340	192	1479	53
Weighted total	1454	31	124	27	119	406	50	77	606	1162	292	1306	148	1389	64
Standard Stamped Mail 1st Class	939	**	79	**	89	223	41	53	404	747	191	844	95	899	40
	65%	**	64%	**	75%	55%	81%	69%	67%	64%	66%	65%	64%	65%	62%
		e			be		beh	e	e						
Standard Stamped Mail 2nd Class	710	**	49	**	47	212	32	38	283	537	173	629	81	670	40
	49%	**	39%	**	40%	52%	63%	50%	47%	46%	59%	48%	55%	48%	62%
		bcdefgh		bd		bd	bdh				a				a
1st Class large letter stamps	523	**	46	**	61	111	14	35	231	414	109	459	64	511	13
	36%	**	37%	**	51%	27%	29%	45%	38%	36%	37%	35%	43%	37%	20%
		e	e		befh			ef	e				a	b	
2nd Class large letter stamps	345	**	19	**	25	96	13	11	156	263	83	302	43	330	15
	24%	**	16%	**	21%	24%	26%	15%	26%	23%	28%	23%	29%	24%	24%
		bdg		bg					bg		a				
Franked / metered mail 1st Class	214	**	20	**	14	53	*	14	105	174	40	186	28	213	1
	15%	**	16%	**	12%	13%	1%	18%	17%	15%	14%	14%	19%	15%	1%
			f		f	f		af	acf					b	
Franked / metered mail 2nd Class	188	**	19	**	5	51	-	13	92	146	42	170	17	185	3
	13%	**	15%	**	5%	13%	-%	17%	15%	13%	14%	13%	12%	13%	4%
			df			df		df	df					b	
PPI - PPI 2nd Class	36	**	3	**	*	20	*	1	11	27	9	30	6	36	*
	2%	**	2%	**	*%	5%	*%	1%	2%	2%	3%	2%	4%	3%	*%
						dh									
PPI - PPI 1st Class	34	**	*	**	*	17	*	1	13	25	9	30	4	34	-
	2%	**	*%	**	*%	4%	*%	1%	2%	2%	3%	2%	2%	2%	-%
		bd				bd									
Bulk Mail	18	**	2	**	*	4	-	3	8	16	2	16	2	18	-
	1%	**	1%	**	*%	1%	-%	4%	1%	1%	1%	1%	1%	1%	-%
								dh							
None of these (DO NOT READ OUT)	30	**	4	**	-	17	*	2	6	26	4	27	2	30	-
	2%	**	3%	**	-%	4%	*%	2%	1%	2%	1%	2%	1%	2%	-%
			d			dh									
Don't Know (DO NOT READ OUT)	*	**	-	**	-	-	*	-	*	*	*	*	*	*	-
	*%	**	-%	**	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%
Refused (DO NOT READ OUT)	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1532	864	270	387	1099	360	62	7	4	-	-	-	1459	73	401	698	433
Weighted total	1454	805	272	363	1133	271	42	5	2	-	-	-	1404	50	471	662	321
Standard Stamped Mail 1st Class	939	572	166	195	810	112	17	**	**	**	**	**	922	17	369	441	129
	65%	71%	61%	54%	72%	41%	40%	**	**	**	**	**	66%	34%	78%	67%	40%
		bc			bcij								bcj		bc	c	
Standard Stamped Mail 2nd Class	710	402	131	167	594	99	17	**	**	**	**	**	693	17	237	357	116
	49%	50%	48%	46%	52%	37%	40%	**	**	**	**	**	49%	34%	50%	54%	36%
					bj								bj		c	c	
1st Class large letter stamps	523	270	115	136	421	88	14	**	**	**	**	**	509	14	137	285	102
	36%	34%	42%	37%	37%	32%	34%	**	**	**	**	**	36%	29%	29%	43%	32%
			a													ac	
2nd Class large letter stamps	345	169	78	94	266	69	10	**	**	**	**	**	335	10	81	185	79
	24%	21%	29%	26%	23%	25%	24%	**	**	**	**	**	24%	21%	17%	28%	25%
			a													a	a
Franked / metered mail 1st Class	214	66	65	81	100	101	12	**	**	**	**	**	201	12	5	95	114
	15%	8%	24%	22%	9%	37%	27%	**	**	**	**	**	14%	25%	1%	14%	35%
			a	a		aij	ai						a	ai		a	ab
Franked / metered mail 2nd Class	188	60	56	70	92	85	10	**	**	**	**	**	177	11	9	82	96
	13%	7%	20%	19%	8%	31%	24%	**	**	**	**	**	13%	22%	2%	12%	30%
			a	a		ai	ai						a	ai		a	ab
PPI - PPI 2nd Class	36	4	10	22	9	11	14	**	**	**	**	**	20	16	*	9	27
	2%	*%	4%	6%	1%	4%	33%	**	**	**	**	**	1%	32%	*%	1%	8%
			a	a		ai	abi							abi		a	ab
PPI - PPI 1st Class	34	7	6	21	14	7	10	**	**	**	**	**	21	12	2	12	20
	2%	1%	2%	6%	1%	3%	23%	**	**	**	**	**	2%	25%	*%	2%	6%
			a	ab			abi							abi		a	ab
Bulk Mail	18	4	3	10	6	9	2	**	**	**	**	**	15	3	*	6	11
	1%	1%	1%	3%	1%	3%	6%	**	**	**	**	**	1%	5%	*%	1%	4%
				a		ai	ai							ai			ab
None of these (DO NOT READ OUT)	30	9	6	13	18	6	2	**	**	**	**	**	24	5	7	12	11
	2%	1%	2%	4%	2%	2%	4%	**	**	**	**	**	2%	11%	1%	2%	3%
				a										abi			
Don't Know (DO NOT READ OUT)	*	*	-	*	*	-	-	**	**	**	**	**	*	-	*	*	-
	*%	*%	-%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1532**	1442	966	1532	591	497	1006	1336	95	44	42	9	6	-	561	15	8	5	1	1	-	2
Weighted total	**1454**	1336	840	1454	547	390	880	1328	68	27	22	4	4	-	528	11	5	3	*	*	-	1
Standard Stamped Mail 1st Class	**939**	897	486	939	290	226	541	891	30	**	**	**	**	**	285	**	**	**	**	**	**	**
	65%	*67%*	*58%*	*65%*	*53%*	*58%*	*61%*	*67%*	*44%*	**	**	**	**	**	*54%*	**	**	**	**	**	**	**
		bdef		**bde**			d	**bcd**	d													
Standard Stamped Mail 2nd Class	**710**	688	361	710	237	200	450	651	37	**	**	**	**	**	232	**	**	**	**	**	**	**
	49%	*52%*	*43%*	*49%*	*43%*	*51%*	*51%*	*49%*	*55%*	**	**	**	**	**	*44%*	**	**	**	**	**	**	**
		bd		**bd**		**bd**	**bd**	c	c													
1st Class large letter stamps	**523**	461	437	523	244	149	347	500	17	**	**	**	**	**	242	**	**	**	**	**	**	**
	36%	*34%*	*52%*	*36%*	*45%*	*38%*	*39%*	*38%*	*25%*	**	**	**	**	**	*46%*	**	**	**	**	**	**	**
			acdef		**acef**		a	**bcd**	c													
2nd Class large letter stamps	**345**	317	273	345	158	121	242	320	17	**	**	**	**	**	156	**	**	**	**	**	**	**
	24%	*24%*	*32%*	*24%*	*29%*	*31%*	*28%*	*24%*	*26%*	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
			acf		**ac**	**ac**	**ac**	c	c													
Franked / metered mail 1st Class	**214**	200	188	214	126	109	161	168	22	**	**	**	**	**	122	**	**	**	**	**	**	**
	15%	*15%*	*22%*	*15%*	*23%*	*28%*	*18%*	*13%*	*32%*	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
			acf		**acf**	**abcf**	**ac**		a	a	a											
Franked / metered mail 2nd Class	**188**	178	155	188	103	82	141	146	18	**	**	**	**	**	101	**	**	**	**	**	**	**
	13%	*13%*	*18%*	*13%*	*19%*	*21%*	*16%*	*11%*	*26%*	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
			ac		**ac**	**acf**	c		a	a	**ab**											
PPI - PPI 2nd Class	**36**	22	29	36	25	13	21	25	7	**	**	**	**	**	18	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*5%*	*3%*	*2%*	*2%*	*10%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
			a		**acf**	a			a		a											
PPI - PPI 1st Class	**34**	21	30	34	26	11	21	24	5	**	**	**	**	**	21	**	**	**	**	**	**	**
	2%	*2%*	*4%*	*2%*	*5%*	*3%*	*2%*	*2%*	*7%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
			a		**acf**				a	a	a											
Bulk Mail	**18**	16	13	18	11	14	17	15	*	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*2%*	*4%*	*2%*	*1%*	*%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
						abc																
None of these (DO NOT READ OUT)	**30**	18	25	30	21	4	9	26	4	**	**	**	**	**	19	**	**	**	**	**	**	**
	2%	*1%*	*3%*	*2%*	*4%*	*1%*	*1%*	*2%*	*6%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
			aef		**acef**				a													
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1532	380	372	431	337	12	184	133	149	119	6	329	27	230	1426	106
Weighted total	1454	456	379	410	193	14	194	118	124	106	4	351	17	173	1350	103
Standard Stamped Mail 1st Class	939	329	286	249	71	**	117	78	57	37	**	172	**	107	881	58
	65%	72%	75%	61%	37%	**	60%	66%	46%	34%	**	49%	**	62%	65%	56%
		cd	cd	d			cd	cd						a		
Standard Stamped Mail 2nd Class	710	225	196	206	74	**	96	61	53	26	**	145	**	85	672	37
	49%	49%	52%	50%	38%	**	50%	52%	42%	24%	**	41%	**	49%	50%	36%
		d	d	d			d	d	d						b	
1st Class large letter stamps	523	136	150	182	51	**	87	75	48	31	**	153	**	85	483	41
	36%	30%	39%	44%	26%	**	45%	64%	39%	29%	**	43%	**	49%	36%	39%
			ad	ad			d	acd								
2nd Class large letter stamps	345	92	82	120	48	**	58	42	37	19	**	102	**	49	323	22
	24%	20%	22%	29%	25%	**	30%	35%	30%	18%	**	29%	**	29%	24%	21%
				ab			d	d	d							
Franked / metered mail 1st Class	214	9	35	83	81	**	37	20	35	32	**	67	**	50	200	14
	15%	2%	9%	20%	42%	**	19%	17%	28%	30%	**	19%	**	29%	15%	14%
			a	ab	abc				b	ab				a		
Franked / metered mail 2nd Class	188	12	31	66	78	**	29	16	32	26	**	58	**	40	172	16
	13%	3%	8%	16%	40%	**	15%	14%	26%	24%	**	16%	**	23%	13%	15%
			a	ab	abc				ab	ab				a		
PPI - PPI 2nd Class	36	3	4	9	19	**	1	*	5	19	**	21	**	4	31	4
	2%	1%	1%	2%	10%	**	*%	*%	4%	18%	**	6%	**	3%	2%	4%
					abc				ab	abc						
PPI - PPI 1st Class	34	2	6	8	18	**	2	*	7	16	**	20	**	6	31	3
	2%	*%	2%	2%	9%	**	1%	*%	6%	15%	**	6%	**	3%	2%	2%
					abc				ab	abc						
Bulk Mail	18	-	8	6	4	**	2	*	*	8	**	8	**	2	15	3
	1%	-%	2%	1%	2%	**	1%	*%	*%	8%	**	2%	**	1%	1%	3%
			a	a	a					abc						
None of these (DO NOT READ OUT)	30	12	6	6	6	**	4	4	6	7	**	17	**	2	20	10
	2%	3%	2%	1%	3%	**	2%	3%	5%	7%	**	5%	**	1%	1%	9%
										a		c				a
Don't Know (DO NOT READ OUT)	*	*	-	*	-	**	-	-	-	-	**	-	**	*	*	-
	*%	*%	-%	*%	-%	**	-%	-%	-%	-%	**	-%	**	*%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1532**	1524	8	430	161	1505	27	424	167	370	1356	204	2
Weighted total	**1454**	1448	6	388	159	1430	24	386	161	308	1251	137	1
Standard Stamped Mail 1st Class	**939**	936	**	210	80	923	**	206	84	241	836	90	**
	65%	*65%*	**	*54%*	*50%*	*65%*	**	*53%*	*52%*	*78%*	*67%*	*66%*	**
										bc			
Standard Stamped Mail 2nd Class	**710**	707	**	173	64	700	**	173	64	150	670	68	**
	49%	*49%*	**	*45%*	*40%*	*49%*	**	*45%*	*40%*	*49%*	*54%*	*50%*	**
1st Class large letter stamps	**523**	520	**	188	56	513	**	184	60	165	421	58	**
	36%	*36%*	**	*48%*	*35%*	*36%*	**	*48%*	*37%*	*53%*	*34%*	*43%*	**
				b				b		**bc**		b	
2nd Class large letter stamps	**345**	342	**	121	37	337	**	121	37	97	303	41	**
	24%	*24%*	**	*31%*	*23%*	*24%*	**	*31%*	*23%*	*32%*	*24%*	*30%*	**
								b		b			
Franked / metered mail 1st Class	**214**	213	**	100	26	210	**	96	30	44	197	32	**
	15%	*15%*	**	*26%*	*16%*	*15%*	**	*25%*	*19%*	*14%*	*16%*	*23%*	**
				b								**ab**	
Franked / metered mail 2nd Class	**188**	187	**	77	26	183	**	75	28	39	175	24	**
	13%	*13%*	**	*20%*	*16%*	*13%*	**	*19%*	*18%*	*13%*	*14%*	*17%*	**
PPI - PPI 2nd Class	**36**	36	**	14	11	36	**	16	9	6	21	3	**
	2%	*2%*	**	*4%*	*7%*	*3%*	**	*4%*	*6%*	*2%*	*2%*	*3%*	**
PPI - PPI 1st Class	**34**	34	**	16	10	34	**	18	8	11	19	9	**
	2%	*2%*	**	*4%*	*6%*	*2%*	**	*5%*	*5%*	*4%*	*2%*	*7%*	**
										b		b	
Bulk Mail	**18**	18	**	8	3	17	**	7	3	4	16	3	**
	1%	*1%*	**	*2%*	*2%*	*1%*	**	*2%*	*2%*	*1%*	*1%*	*2%*	**
None of these (DO NOT READ OUT)	**30**	27	**	10	11	27	**	11	9	11	11	2	**
	2%	*2%*	**	*2%*	*7%*	*2%*	**	*3%*	*6%*	*3%*	*1%*	*1%*	**
					a					b			
Don't Know (DO NOT READ OUT)	*	*	**	*	-	*	**	*	-	*	*	-	**
	%	*%*	**	*%*	*-%*	*%*	**	*%*	*-%*	*%*	*%*	*-%*	**
Refused (DO NOT READ OUT)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1532	314	843	137	-	387	397	139	3	1441	957	514	1249	1041	38
Weighted total	1454	274	716	105	-	381	350	123	*	1336	835	472	1180	914	18
Standard Stamped Mail 1st Class	939	195	410	55	**	229	179	59	**	897	484	247	939	513	**
	65%	71%	57%	52%	**	60%	51%	48%	**	67%	58%	52%	80%	56%	**
		bc				bc				bc	c		bc		
Standard Stamped Mail 2nd Class	710	121	320	42	**	175	160	55	**	688	358	210	513	710	**
	49%	44%	45%	41%	**	46%	46%	44%	**	52%	43%	44%	44%	78%	**
										bc				a	a
1st Class large letter stamps	523	190	355	54	**	189	154	49	**	461	436	209	523	305	**
	36%	69%	50%	51%	**	50%	44%	40%	**	34%	52%	44%	44%	33%	**
		bc				c					ac	a	b		b
2nd Class large letter stamps	345	98	242	37	**	114	104	36	**	317	271	139	254	345	**
	24%	36%	34%	35%	**	30%	30%	29%	**	24%	32%	29%	22%	38%	**
											a	a		a	a
Franked / metered mail 1st Class	214	45	182	26	**	81	98	31	**	200	188	119	214	158	**
	15%	16%	25%	24%	**	21%	28%	25%	**	15%	23%	25%	18%	17%	**
			a	a			a				a	a			ab
Franked / metered mail 2nd Class	188	38	149	21	**	69	76	24	**	178	154	99	156	188	**
	13%	14%	21%	20%	**	18%	22%	19%	**	13%	18%	21%	13%	21%	**
			a								a	a		a	ab
PPI - PPI 2nd Class	36	6	25	10	**	11	21	13	**	22	28	23	25	36	**
	2%	2%	3%	9%	**	3%	6%	11%	**	2%	3%	5%	2%	4%	**
				ab			a	a			a	a		a	ab
PPI - PPI 1st Class	34	6	25	14	**	12	21	16	**	21	30	23	34	24	**
	2%	2%	3%	13%	**	3%	6%	13%	**	2%	4%	5%	3%	3%	**
				ab			a	ab			a	a			
Bulk Mail	18	7	11	4	**	10	6	3	**	16	13	9	15	16	**
	1%	3%	1%	4%	**	3%	2%	3%	**	1%	2%	2%	1%	2%	**
															ab
None of these (DO NOT READ OUT)	30	10	19	8	**	19	9	9	**	18	25	19	-	-	**
	2%	4%	3%	7%	**	5%	3%	7%	**	1%	3%	4%	-%	-%	**
				b				b			a	a			
Don't Know (DO NOT READ OUT)	*	*	*	-	**	-	*	-	**	*	*	*	-	-	**
	*%	*%	*%	-%	**	-%	*%	-%	**	*%	*%	*%	-%	-%	**
Refused (DO NOT READ OUT)	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1532	364	267	276	70	76	1165	1003	73	13	25	8	1488	1307	1496	1250	1498
Weighted total	1454	326	232	255	71	69	1099	886	65	11	26	7	1404	1185	1411	1146	1418
Standard Stamped Mail 1st Class	939	190	107	168	39	32	850	489	35	**	**	**	907	756	909	738	920
	65%	58%	46%	66%	55%	46%	77%	55%	54%	**	**	**	65%	64%	64%	64%	65%
		b		abe			b										
Standard Stamped Mail 2nd Class	710	152	136	118	33	31	494	653	36	**	**	**	683	572	684	565	692
	49%	47%	59%	46%	46%	46%	45%	74%	55%	**	**	**	49%	48%	48%	49%	49%
			ace					a									
1st Class large letter stamps	523	161	81	146	35	28	457	281	17	**	**	**	505	462	508	445	515
	36%	49%	35%	57%	49%	41%	42%	32%	26%	**	**	**	36%	39%	36%	39%	36%
		b		abe	b		b										
2nd Class large letter stamps	345	101	101	83	21	24	239	311	22	**	**	**	334	296	334	289	337
	24%	31%	44%	33%	29%	34%	22%	35%	34%	**	**	**	24%	25%	24%	25%	24%
			acd					a									
Franked / metered mail 1st Class	214	93	58	45	20	23	201	155	12	**	**	**	211	201	214	187	213
	15%	29%	25%	18%	27%	33%	18%	18%	19%	**	**	**	15%	17%	15%	16%	15%
		c	c			c											
Franked / metered mail 2nd Class	188	70	61	33	15	17	152	177	14	**	**	**	185	176	188	158	187
	13%	21%	27%	13%	22%	25%	14%	20%	22%	**	**	**	13%	15%	13%	14%	13%
		c	c			c		a									
PPI - PPI 2nd Class	36	16	22	9	11	11	22	33	1	**	**	**	36	28	36	27	36
	2%	5%	10%	4%	15%	17%	2%	4%	2%	**	**	**	3%	2%	3%	2%	3%
			ac		ac	ac		a									
PPI - PPI 1st Class	34	21	14	11	11	14	29	23	*	**	**	**	34	29	34	29	34
	2%	6%	6%	4%	16%	20%	3%	3%	*%	**	**	**	2%	2%	2%	3%	2%
					abc	abc											
Bulk Mail	18	8	5	8	3	2	15	17	*	**	**	**	18	12	18	15	18
	1%	3%	2%	3%	4%	3%	1%	2%	*%	**	**	**	1%	1%	1%	1%	1%
None of these (DO NOT READ OUT)	30	11	9	11	5	6	17	11	6	**	**	**	28	23	30	25	28
	2%	3%	4%	4%	8%	8%	2%	1%	8%	**	**	**	2%	2%	2%	2%	2%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	*	-	**	**	**	*	*	*	*	*
	*%	-%	-%	-%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1532	907	1477	363	12	1284	54	250	1282	231	12	67	215	175	1083	267
Weighted total	1454	831	1395	308	11	1204	61	246	1208	223	16	65	200	161	1048	241
Standard Stamped Mail 1st Class	939	545	899	208	**	796	39	152	787	118	**	27	111	74	717	146
	65%	66%	64%	67%	**	66%	64%	62%	65%	53%	**	41%	56% a	46%	68% ac	61% a
Standard Stamped Mail 2nd Class	710	410	687	158	**	609	24	100	610	100	**	23	91	62	524	123
	49%	49%	49%	51%	**	51%	39%	41%	50% a	45%	**	35%	46%	38%	50% a	51% a
1st Class large letter stamps	523	330	509	128	**	440	24	83	440	87	**	25	80	67	378	78
	36%	40%	36%	42%	**	37%	40%	34%	36%	39%	**	38%	40%	41%	36%	32%
2nd Class large letter stamps	345	225	335	101	**	295	15	62	283	67	**	20	58	49	222	73
	24%	27%	24%	33% ab	**	25%	25%	25%	23%	30%	**	32%	29%	31% b	21%	30% b
Franked / metered mail 1st Class	214	129	206	53	**	165	7	46	168	43	**	10	37	47	125	41
	15%	16%	15%	17%	**	14%	11%	19%	14%	19%	**	16%	18%	29% bc	12%	17% b
Franked / metered mail 2nd Class	188	110	184	43	**	150	7	39	149	38	**	11	31	41	105	41
	13%	13%	13%	14%	**	12%	11%	16%	12%	17%	**	16%	16%	25% bc	10%	17% b
PPI - PPI 2nd Class	36	25	36	12	**	27	2	16	20	14	**	5	10	17	11	9
	2%	3%	3%	4%	**	2%	4%	6% b	2%	6%	**	8%	5%	10% bc	1%	4% b
PPI - PPI 1st Class	34	25	33	12	**	29	4	10	24	14	**	6	10	14	13	7
	2%	3%	2%	4%	**	2%	6%	4% b	2%	6%	**	9%	5%	9% bc	1%	3%
Bulk Mail	18	13	16	7	**	13	*	5	13	2	**	3	1	6	9	3
	1%	2%	1%	2%	**	1%	1%	2%	1%	1%	**	5% b	1%	3% b	1%	1%
None of these (DO NOT READ OUT)	30	21	28	17	**	23	4	2	27	13	**	4	11	6	16	8
	2%	3%	2%	6% ab	**	2%	7% a	1%	2%	6%	**	6%	6%	4% b	2%	3%
Don't Know (DO NOT READ OUT)	*	*	*	-	**	*	-	-	*	-	**	-	-	-	*	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1532**	156	86	1272	879	653
Weighted total	**1454**	165	91	1188	827	626
Standard Stamped Mail 1st Class	**939**	92	50	791	529	410
	65%	*56%*	*55%*	*67%*	*64%*	*66%*
				ab		
Standard Stamped Mail 2nd Class	**710**	68	43	597	401	309
	49%	*41%*	*47%*	*50%*	*48%*	*49%*
				a		
1st Class large letter stamps	**523**	64	44	413	297	227
	36%	*39%*	*48%*	*35%*	*36%*	*36%*
			c			
2nd Class large letter stamps	**345**	39	34	272	200	145
	24%	*23%*	*37%*	*23%*	*24%*	*23%*
			ac			
Franked / metered mail 1st Class	**214**	18	14	181	126	88
	15%	*11%*	*15%*	*15%*	*15%*	*14%*
Franked / metered mail 2nd Class	**188**	22	11	152	109	79
	13%	*13%*	*12%*	*13%*	*13%*	*13%*
PPI - PPI 2nd Class	**36**	14	8	14	19	17
	2%	*9%*	*8%*	*1%*	*2%*	*3%*
		c	c			
PPI - PPI 1st Class	**34**	12	4	18	18	16
	2%	*7%*	*4%*	*2%*	*2%*	*2%*
		c	c			
Bulk Mail	**18**	3	2	12	9	9
	1%	*2%*	*2%*	*1%*	*1%*	*1%*
None of these (DO NOT READ OUT)	**30**	5	6	18	20	10
	2%	*3%*	*6%*	*2%*	*2%*	*2%*
			c			
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*
	***%**	*-%*	*-%*	**%*	**%*	**%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1532**	147	111	131	175	137	84	122	105	162	137	126	95
Weighted total	**1454**	126	122	122	158	140	83	92	101	168	130	131	80
Standard Stamped Mail 1st Class	**939**	72	73	80	96	88	53	62	69	102	93	97	52
	65%	*57%*	*60%*	*66%*	*60%*	*63%*	*64%*	*67%*	*69%*	*61%*	*72%*	*74%*	*65%*
											abdi	**abdi**	
Standard Stamped Mail 2nd Class	**710**	70	70	56	62	63	40	42	45	102	54	69	36
	49%	*56%*	*57%*	*46%*	*39%*	*45%*	*48%*	*46%*	*45%*	*61%*	*41%*	*53%*	*44%*
		dj	**dj**							**cdeghjl**		d	
1st Class large letter stamps	**523**	39	42	42	55	62	31	21	45	63	45	43	36
	36%	*30%*	*34%*	*35%*	*35%*	*44%*	*38%*	*23%*	*44%*	*37%*	*34%*	*33%*	*44%*
				g	g	**agk**	g		**ag**	g	g		**ag**
2nd Class large letter stamps	**345**	49	29	22	32	44	11	15	16	51	26	27	22
	24%	*39%*	*24%*	*18%*	*20%*	*32%*	*14%*	*17%*	*15%*	*30%*	*20%*	*21%*	*28%*
		bcdfghjk				**cdfghjk**				**cdfghj**			**fh**
Franked / metered mail 1st Class	**214**	29	9	11	38	23	14	20	11	17	18	10	12
	15%	*23%*	*8%*	*9%*	*24%*	*17%*	*17%*	*22%*	*11%*	*10%*	*14%*	*8%*	*15%*
		bchik			**bchijk**	**bk**	**bk**	**bchik**					
Franked / metered mail 2nd Class	**188**	20	7	17	36	13	11	17	7	15	16	16	12
	13%	*16%*	*5%*	*14%*	*23%*	*9%*	*13%*	*18%*	*7%*	*9%*	*13%*	*12%*	*15%*
		bh		b	**behijk**			**behi**					b
PPI - PPI 2nd Class	**36**	5	8	4	2	1	5	*	*	2	3	*	5
	2%	*4%*	*6%*	*3%*	*1%*	**%*	*6%*	**%*	**%*	*1%*	*3%*	**%*	*6%*
		gk	**deghik**	**gk**			**deghik**						**deghik**
PPI - PPI 1st Class	**34**	1	6	5	6	*	3	*	3	*	5	-	5
	2%	**%*	*5%*	*4%*	*4%*	**%*	*3%*	**%*	*3%*	**%*	*4%*	*-%*	*7%*
			aegik	**eik**	**eik**		**ik**		i		**aegik**		**aegik**
Bulk Mail	**18**	1	*	1	4	3	-	1	*	2	1	5	*
	1%	*1%*	**%*	*1%*	*3%*	*2%*	*-%*	*1%*	**%*	*1%*	**%*	*4%*	**%*
None of these (DO NOT READ OUT)	**30**	2	-	4	2	4	2	-	8	4	-	4	-
	2%	*2%*	*-%*	*3%*	*1%*	*3%*	*2%*	*-%*	*8%*	*2%*	*-%*	*3%*	*-%*
				gj					**abdegijl**			**gj**	
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	-	*
	****%***	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1532**	389	396	389	358
Weighted total	**1454**	371	381	361	341
Standard Stamped Mail 1st Class	**939**	226	237	234	243
	65%	*61%*	*62%*	*65%*	*71%*
					ab
Standard Stamped Mail 2nd Class	**710**	196	165	190	158
	49%	*53%*	*43%*	*53%*	*46%*
		b		b	
1st Class large letter stamps	**523**	122	149	129	123
	36%	*33%*	*39%*	*36%*	*36%*
2nd Class large letter stamps	**345**	101	87	82	76
	24%	*27%*	*23%*	*23%*	*22%*
Franked / metered mail 1st Class	**214**	49	75	48	41
	15%	*13%*	*20%*	*13%*	*12%*
			acd		
Franked / metered mail 2nd Class	**188**	44	60	39	44
	13%	*12%*	*16%*	*11%*	*13%*
			c		
PPI - PPI 2nd Class	**36**	17	8	3	8
	2%	*4%*	*2%*	*1%*	*2%*
		c			
PPI - PPI 1st Class	**34**	12	8	3	11
	2%	*3%*	*2%*	*1%*	*3%*
		c			c
Bulk Mail	**18**	2	7	3	6
	1%	*1%*	*2%*	*1%*	*2%*
None of these (DO NOT READ OUT)	**30**	6	7	12	4
	2%	*2%*	*2%*	*3%*	*1%*
Don't Know (DO NOT READ OUT)	*	*	-	-	*
	***%**	***%**	*-%*	*-%*	***%**
Refused (DO NOT READ OUT)	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**873**	606	182	57	28	-	267	201	168	58	20	49
Weighted total	**939**	908	20	7	3	-	30	302	224	52	14	18
0-24%	**196**	188	5	2	**	**	8	51	60	10	**	**
	21%	*21%*	*26%*	*26%*	**	**	*27%*	*17%*	*27%*	*19%*	**	**
							a		a			**abc**
25-49%	**129**	126	3	*	**	**	4	48	33	4	**	**
	14%	*14%*	*15%*	*7%*	**	**	*12%*	*16%*	*15%*	*8%*	**	**
50-74%	**182**	176	4	2	**	**	7	57	43	19	**	**
	19%	*19%*	*21%*	*24%*	**	**	*22%*	*19%*	*19%*	*36%*	**	**
										abe		
75-100%	**339**	331	6	2	**	**	9	126	79	18	**	**
	36%	*36%*	*30%*	*29%*	**	**	*29%*	*42%*	*35%*	*33%*	**	**
		f						e	e			
Don't know	**92**	89	2	1	**	**	3	21	9	2	**	**
	10%	*10%*	*8%*	*13%*	**	**	*9%*	*7%*	*4%*	*4%*	**	**
Answered	**847**	820	19	6	**	**	27	281	215	50	**	**
Mean	**55.93**	56.12	50.89	50.98	**	**	50.13	60.35	51.92	56.00	**	**
		f						**be**	e	e		

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**873**	46	38	135	26	55	103	63	45	49	560	92	109	112
Weighted total	**939**	75	60	186	30	81	153	87	78	65	815	38	44	41
0-24%	**196**	**	**	28	**	9	32	20	**	**	169	8	8	11
	21%	**	**	*15%*	**	*11%*	*21%*	*23%*	**	**	*21%*	*21%*	*17%*	*27%*
									e	**cejl**				**ce**
25-49%	**129**	**	**	19	**	12	14	15	**	**	112	5	6	6
	14%	**	**	*10%*	**	*15%*	*9%*	*17%*	**	**	*14%*	*14%*	*14%*	*15%*
			acfjk											
50-74%	**182**	**	**	52	**	15	26	22	**	**	157	8	8	9
	19%	**	**	*28%*	**	*19%*	*17%*	*25%*	**	**	*19%*	*20%*	*19%*	*22%*
				ij		i	i	i	i		i	i	i	i
75-100%	**339**	**	**	70	**	35	62	20	**	**	297	14	17	12
	36%	**	**	*38%*	**	*43%*	*40%*	*23%*	**	**	*36%*	*37%*	*38%*	*28%*
				g		g	g				g		g	
Don't know	**92**	**	**	18	**	10	19	10	**	**	80	3	5	4
	10%	**	**	*9%*	**	*13%*	*13%*	*11%*	**	**	*10%*	*8%*	*11%*	*9%*
Answered	**847**	**	**	169	**	70	134	77	**	**	735	35	39	38
Mean	**55.93**	**	**	60.27	**	65.33	57.11	49.66	**	**	55.97	56.93	59.04	51.07
				gim		**ghim**					i		i	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**873**	56	32	127	22	49	114	51	44	61	556	95	111	111
Weighted total	**939**	96	51	177	24	66	165	71	78	81	811	41	46	41
0-24%	**196**	16	**	21	**	**	43	16	**	26	168	8	9	11
	21%	*17%*	**	*12%*	**	**	*26%*	*23%*	**	*32%*	*21%*	*20%*	*20%*	*27%*
							ce		**ce**	**cej**	c			**ce**
25-49%	**129**	11	**	17	**	**	16	13	**	15	112	5	6	6
	14%	*11%*	**	*10%*	**	**	*10%*	*18%*	**	*19%*	*14%*	*13%*	*14%*	*15%*
			acfjkl											
50-74%	**182**	18	**	52	**	**	22	22	**	4	157	8	9	9
	19%	*18%*	**	*29%*	**	**	*13%*	*31%*	**	*5%*	*19%*	*19%*	*19%*	*22%*
		i		**fij**		i		**fi**	i		i	i	i	i
75-100%	**339**	39	**	72	**	**	62	16	**	30	296	15	17	11
	36%	*40%*	**	*40%*	**	**	*37%*	*22%*	**	*37%*	*37%*	*36%*	*37%*	*27%*
		g		**gm**		g					g			
Don't know	**92**	13	**	16	**	**	22	4	**	6	78	5	5	4
	10%	*14%*	**	*9%*	**	**	*14%*	*6%*	**	*7%*	*10%*	*13%*	*11%*	*9%*
Answered	**847**	83	**	162	**	**	143	68	**	75	733	36	41	37
Mean	**$5.93**	59.63	**	63.66	**	**	53.50	48.94	**	49.09	56.06	57.72	57.08	50.37
				fghijm		**ghim**								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	873	25	69	17	90	173	45	43	402	639	234	762	111	839	34
Weighted total	939	23	79	17	89	223	41	53	404	747	191	844	95	899	40
0-24%	196	**	18	**	11	63	**	**	74	138	58	179	17	186	**
	21%	**	*22%*	**	*12%*	*28%*	**	**	*18%*	*19%*	*30%*	*21%*	*18%*	*21%*	**
						dfh					a				
25-49%	129	**	12	**	10	22	**	**	57	99	31	120	9	126	**
	14%	**	*15%*	**	*11%*	*10%*	**	**	*14%*	*13%*	*16%*	*14%*	*9%*	*14%*	**
							e								
50-74%	182	**	16	**	26	44	**	**	63	145	37	166	16	181	**
	19%	**	*21%*	**	*29%*	*20%*	**	**	*16%*	*19%*	*19%*	*20%*	*17%*	*20%*	**
					h		h							b	
75-100%	339	**	25	**	35	69	**	**	169	292	47	307	33	320	**
	36%	**	*32%*	**	*40%*	*31%*	**	**	*42%*	*39%*	*25%*	*36%*	*35%*	*36%*	**
									ef	b					
Don't know	92	**	8	**	7	24	**	**	39	73	18	72	20	85	**
	10%	**	*10%*	**	*8%*	*11%*	**	**	*10%*	*10%*	*10%*	*8%*	*21%*	*9%*	**
													a		
Answered	847	**	71	**	82	198	**	**	364	674	173	772	75	814	**
Mean	55.93	**	54.82	**	63.42	51.75	**	**	58.69	58.61	45.49	55.92	56.02	55.62	**
					e				e	b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**873**	533	148	186	733	121	19	-	-	-	-	-	854	19	302	431	140
Weighted total	**939**	572	166	195	810	112	17	-	-	-	-	-	922	17	369	441	129
0-24%	**196**	107	42	46	144	45	**	**	**	**	**	**	189	**	44	100	52
	21%	*19%*	*25%*	*24%*	*18%*	*40%*	**	**	**	**	**	**	*21%*	**	*12%*	*23%*	*40%*
						ai										a	**ab**
25-49%	**129**	76	25	25	109	17	**	**	**	**	**	**	125	**	44	65	21
	14%	*13%*	*15%*	*13%*	*13%*	*15%*	**	**	**	**	**	**	*14%*	**	*12%*	*15%*	*16%*
50-74%	**182**	114	28	40	165	13	**	**	**	**	**	**	178	**	62	103	17
	19%	*20%*	*17%*	*21%*	*20%*	*11%*	**	**	**	**	**	**	*19%*	**	*17%*	*23%*	*13%*
					b								b			**ac**	
75-100%	**339**	232	52	55	317	22	**	**	**	**	**	**	339	**	187	130	23
	36%	*40%*	*32%*	*28%*	*39%*	*20%*	**	**	**	**	**	**	*37%*	**	*51%*	*30%*	*18%*
		bc			b								b		**bc**	c	
Don't know	**92**	44	18	27	75	15	**	**	**	**	**	**	90	**	32	43	16
	10%	*8%*	*11%*	*14%*	*9%*	*13%*	**	**	**	**	**	**	*10%*	**	*9%*	*10%*	*13%*
				a													
Answered	**847**	529	148	167	735	97	**	**	**	**	**	**	832	**	337	398	112
Mean	**55.93**	59.43	50.15	50.30	59.01	37.40	**	**	**	**	**	**	56.49	**	67.70	51.66	35.77
		bc			b								b		**bc**	c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**873**	841	491	873	264	236	539	821	32	9	10	1	-	-	257	6	1	-	-	-	-	-
Weighted total	**939**	897	486	939	290	226	541	890	30	10	5	2	-	-	285	4	2	-	-	-	-	-
0-24%	**196**	183	111	196	77	70	136	172	**	**	**	**	**	**	77	**	**	**	**	**	**	**
	21%	*20%*	*23%*	*21%*	*27%*	*31%*	*25%*	*19%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
					a	**abc**	a		a													
25-49%	**129**	126	82	129	44	29	87	127	**	**	**	**	**	**	43	**	**	**	**	**	**	**
	14%	*14%*	*17%*	*14%*	*15%*	*13%*	*16%*	*14%*	**	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
								b														
50-74%	**182**	175	118	182	69	41	104	180	**	**	**	**	**	**	69	**	**	**	**	**	**	**
	19%	*20%*	*24%*	*19%*	*24%*	*18%*	*19%*	*20%*	**	**	**	**	**	**	*24%*	**	**	**	**	**	**	**
			ac																			
75-100%	**339**	334	116	339	55	56	168	324	**	**	**	**	**	**	55	**	**	**	**	**	**	**
	36%	*37%*	*24%*	*36%*	*19%*	*25%*	*31%*	*36%*	**	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
		bdef		**bdef**			**bd**															
Don't know	**92**	80	58	92	44	30	46	87	**	**	**	**	**	**	40	**	**	**	**	**	**	**
	10%	*9%*	*12%*	*10%*	*15%*	*13%*	*8%*	*10%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
					acf	**af**																
Answered	**847**	817	427	847	246	196	495	803	**	**	**	**	**	**	244	**	**	**	**	**	**	**
Mean	**55.93**	56.36	47.80	55.93	44.39	44.24	50.76	56.82	**	**	**	**	**	**	44.32	**	**	**	**	**	**	**
		bdef		**bdef**			**de**	b														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**873**	252	264	250	102	5	97	70	60	36	1	136	8	118	823	50
Weighted total	**939**	329	286	249	71	5	117	78	57	37	2	172	6	107	880	58
0-24%	**196**	47	59	65	26	**	29	20	20	**	**	50	**	23	191	**
	21%	*14%*	*21%*	*26%*	*37%*	**	*24%*	*26%*	*35%*	**	**	*29%*	**	*22%*	*22%*	**
				a	**ab**										b	
25-49%	**129**	35	43	43	8	**	14	13	9	**	**	25	**	17	117	**
	14%	*11%*	*15%*	*17%*	*11%*	**	*12%*	*17%*	*15%*	**	**	*15%*	**	*16%*	*13%*	**
				a												
50-74%	**182**	53	56	54	17	**	24	22	12	**	**	46	**	23	163	**
	19%	*16%*	*19%*	*22%*	*24%*	**	*20%*	*29%*	*20%*	**	**	*26%*	**	*22%*	*18%*	**
																a
75-100%	**339**	151	111	65	12	**	35	11	6	**	**	22	**	30	329	**
	36%	*46%*	*39%*	*26%*	*17%*	**	*30%*	*14%*	*10%*	**	**	*13%*	**	*28%*	*37%*	**
		cd	**cd**				**bcd**							a	b	
Don't know	**92**	44	18	21	7	**	15	11	11	**	**	30	**	14	81	**
	10%	*13%*	*6%*	*8%*	*11%*	**	*13%*	*14%*	*19%*	**	**	*17%*	**	*13%*	*9%*	**
		b														
Answered	**847**	285	268	228	63	**	101	66	46	**	**	143	**	93	799	**
Mean	**55.93**	64.96	57.14	48.40	36.96	**	51.13	42.20	37.02	**	**	40.89	**	49.13	56.16	**
		bcd	**cd**	d			c							a		

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**873**	868	5	194	70	857	16	189	75	248	786	104	1
Weighted total	**939**	936	3	210	80	923	15	206	84	241	836	90	*
0-24%	**196**	195	**	65	12	192	**	61	16	56	177	18	**
	21%	*21%*	**	*31%* b	*15%*	*21%*	**	*30%*	*19%*	*23%*	*21%*	*20%*	**
25-49%	**129**	129	**	33	11	127	**	33	11	28	118	11	**
	14%	*14%*	**	*16%*	*13%*	*14%*	**	*16%*	*13%*	*12%*	*14%*	*12%*	**
50-74%	**182**	182	**	45	24	181	**	45	24	63	152	22	**
	19%	*19%*	**	*21%*	*30%*	*20%*	**	*22%*	*29%*	*26%* b	*18%*	*24%*	**
75-100%	**339**	339	**	37	19	334	**	36	19	75	311	29	**
	36%	*36%*	**	*17%*	*23%*	*36%*	**	*18%*	*22%*	*31%*	*37%*	*32%*	**
Don't know	**92**	90	**	30	15	89	**	30	15	20	78	11	**
	10%	*10%*	**	*14%*	*18%*	*10%*	**	*14%*	*17%*	*8%*	*9%*	*12%*	**
Answered	**847**	846	**	180	65	834	**	176	70	221	758	80	**
Mean	**55.93**	55.99	**	41.43	52.55 a	55.88	**	42.03	50.34	52.52	55.91	52.78	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**873**	194	421	60	-	198	172	59	1	841	486	227	873	512	14
Weighted total	**939**	195	410	55	-	229	179	59	*	897	484	246	939	513	10
0-24%	**196**	53	98	17	**	62	48	17	**	183	111	71	196	160	**
	21%	*27%*	*24%*	*32%*	**	*27%*	*27%*	*28%*	**	*20%*	*23%*	*29%* a	*21%*	*31%* a	**
25-49%	**129**	36	67	11	**	39	27	8	**	126	82	36	129	116	**
	14%	*18%*	*16%*	*21%*	**	*17%*	*15%*	*13%*	**	*14%*	*17%*	*15%*	*14%*	*23%* a	**
50-74%	**182**	44	95	8	**	53	37	14	**	175	117	58	182	91	**
	19%	*22%*	*23%*	*14%*	**	*23%*	*21%*	*23%*	**	*20%*	*24%* a	*23%*	*19%*	*18%*	**
75-100%	**339**	39	94	9	**	45	32	10	**	334	116	44	339	78	**
	36%	*20%*	*23%*	*16%*	**	*20%*	*18%*	*17%*	**	*37%* bc	*24%*	*18%*	*36%* b	*15%*	**
Don't know	**92**	23	56	9	**	31	35	11	**	80	58	38	92	68	**
	10%	*12%*	*14%*	*17%*	**	*13%*	*19%*	*19%*	**	*9%*	*12%*	*15%* a	*10%*	*13%*	**
Answered	**847**	172	354	45	**	199	144	48	**	817	426	209	847	445	**
Mean	**55.93**	44.16	46.52	39.64	**	43.46	43.63	42.60	**	56.36 bc	47.83	42.89	55.93 b	37.79	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**873**	180	103	155	32	32	796	487	34	11	13	3	842	730	846	701	857
Weighted total	**939**	190	107	168	39	32	850	489	35	8	15	4	907	756	909	738	920
0-24%	**196**	51	40	46	**	**	176	161	**	**	**	**	187	150	187	158	190
	21%	*27%*	*38%*	*27%*	**	**	*21%*	*33%* a	**	**	**	**	*21%*	*20%*	*21%*	*21%*	*21%*
25-49%	**129**	28	18	26	**	**	116	106	**	**	**	**	124	114	125	106	129
	14%	*15%*	*17%*	*15%*	**	**	*14%*	*22%* a	**	**	**	**	*14%*	*15%*	*14%*	*14%*	*14%*
50-74%	**182**	40	13	40	**	**	159	83	**	**	**	**	178	165	180	157	182
	19%	*21%*	*13%*	*24%* b	**	**	*19%*	*17%*	**	**	**	**	*20%*	*22%*	*20%*	*21%*	*20%*
75-100%	**339**	37	12	33	**	**	312	83	**	**	**	**	331	261	331	241	327
	36%	*19%*	*11%*	*20%*	**	**	*37%* b	*17%*	**	**	**	**	*36%*	*35%*	*36%*	*33%*	*36%*
Don't know	**92**	35	23	23	**	**	87	55	**	**	**	**	87	67	87	76	92
	10%	*18%*	*22%*	*14%*	**	** ac	*10%*	*11%*	**	**	**	**	*10%*	*9%*	*10%*	*10%*	*10%*
Answered	**847**	156	83	145	**	**	763	433	**	**	**	**	819	690	822	662	828
Mean	**55.93**	44.83 b	31.44	44.39 b	**	**	56.23 b	38.30	**	**	**	**	56.23	55.20	56.21	53.58	55.68

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	*a	b	a	b	c
Unweighted total	**873**	535	835	200	9	740	32	137	736	106	4	25	103	75	657	139
Weighted total	**939**	545	899	207	8	795	39	152	787	118	6	27	111	74	717	146
0-24%	**196**	119	190	47	**	163	**	23	173	30	**	**	26	31	134	31
	21%	*22%*	*21%*	*23%*	**	*20%*	**	*15%*	*22%*	*25%*	**	**	*23%*	*43%* bc	*19%*	*21%*
25-49%	**129**	78	127	33	**	116	**	23	107	19	**	**	21	9	100	20
	14%	*14%*	*14%*	*16%*	**	*15%*	**	*15%*	*14%*	*16%*	**	**	*19%*	*13%*	*14%*	*14%*
50-74%	**182**	113	172	44	**	155	**	31	151	26	**	**	29	13	143	27
	19%	*21%*	*19%*	*21%*	**	*20%*	**	*21%*	*19%*	*22%*	**	**	*26%*	*17%*	*20%*	*18%*
75-100%	**339**	177	321	57	**	285	**	63	276	24	**	**	20	7	283	47
	36%	*33%*	*36%* c	*27%*	**	*36%*	**	*42%*	*35%*	*20%*	**	**	*18%*	*10%*	*39%* a	*32%* a
Don't know	**92**	58	88	26	**	76	**	12	80	19	**	**	16	13	57	22
	10%	*11%*	*10%*	*13%*	**	*10%*	**	*8%*	*10%*	*16%*	**	**	*14%*	*18%* b	*8%*	*15%* b
Answered	**847**	487	811	181	**	719	**	140	707	99	**	**	95	61	660	124
Mean	**55.93**	54.04	55.51	50.76	**	55.99	**	59.96	55.13	44.93	**	**	44.71	32.30	58.42 a	53.58 a

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**873**	81	42	741	492	381
Weighted total	**939**	92	50	791	529	410
0-24%	**196**	12	**	168	103	93
	21%	*13%*	**	*21%*	*20%*	*23%*
			a			
25-49%	**129**	16	**	106	80	50
	14%	*18%*	**	*13%*	*15%*	*12%*
50-74%	**182**	23	**	150	105	77
	19%	*25%*	**	*19%*	*20%*	*19%*
75-100%	**339**	26	**	294	192	148
	36%	*28%*	**	*37%*	*36%*	*36%*
Don't know	**92**	15	**	72	49	42
	10%	*16%*	**	*9%*	*9%*	*10%*
Answered	**847**	77	**	718	479	368
Mean	**55.93**	54.04	**	56.52	55.78	56.13

Columns Tested: a,b,c - a,b

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**873**	84	61	74	95	74	50	68	64	92	83	79	49
Weighted total	**939**	72	73	80	96	88	53	62	69	102	93	97	52
0-24%	**196**	26	16	24	13	9	**	12	12	14	24	19	**
	21%	*35%*	*22%*	*30%*	*13%*	*10%*	**	*19%*	*18%*	*14%*	*25%*	*19%*	**
		deghik		**dei**			e				**dei**		**dei**
25-49%	**129**	8	13	5	21	13	**	6	12	16	15	10	**
	14%	*11%*	*18%*	*6%*	*22%*	*15%*	**	*9%*	*17%*	*16%*	*16%*	*10%*	**
			c		**cgkl**								
50-74%	**182**	12	19	16	17	16	**	6	16	17	12	30	**
	19%	*17%*	*27%*	*20%*	*18%*	*19%*	**	*10%*	*23%*	*17%*	*13%*	*31%*	**
			gjl				**gjl**					**adgijl**	
75-100%	**339**	22	19	32	33	38	**	34	21	39	35	29	**
	36%	*30%*	*26%*	*40%*	*35%*	*43%*	**	*55%*	*30%*	*39%*	*37%*	*30%*	**
						b		**abdfhijkl**					
Don't know	**92**	5	6	3	11	12	**	4	9	16	8	10	**
	10%	*7%*	*8%*	*4%*	*12%*	*13%*	**	*6%*	*13%*	*15%*	*9%*	*10%*	**
					f	**cf**			f	**cf**	f	f	**cf**
Answered	**847**	68	67	77	84	77	**	58	61	87	85	87	**
Mean	**£55.93**	46.49	48.41	55.21	57.16	64.88	**	66.19	54.95	60.03	51.33	57.15	**
					a	**abj**		**abj**		**ab**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**873**	219	219	224	211
Weighted total	**939**	226	237	234	243
0-24%	**196**	65	34	38	58
	21%	*29%*	*14%*	*16%*	*24%*
		bc			**bc**
25-49%	**129**	26	42	34	28
	14%	*11%*	*18%*	*14%*	*12%*
50-74%	**182**	47	48	40	47
	19%	*21%*	*20%*	*17%*	*20%*
75-100%	**339**	73	90	94	82
	36%	*32%*	*38%*	*40%*	*34%*
Don't know	**92**	14	23	28	26
	10%	*6%*	*10%*	*12%*	*11%*
				a	
Answered	**847**	212	214	205	216
Mean	**55.93**	50.27	59.28	60.27	54.03
			a	a	

Columns Tested: a,b,c,d

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	c	*d	e
Unweighted total	**715**	477	166	48	24	-	238	148	136	47	20	47
Weighted total	**707**	680	18	6	3	-	27	208	171	38	14	14
0-24%	**156**	148	4	**	**	**	8	51	30	**	**	**
	22%	*22%*	*23%*	**	**	**	*29%*	*24%*	*18%*	**	**	**
				ab			a					
25-49%	**94**	91	3	**	**	**	3	29	19	**	**	**
	13%	*13%*	*14%*	**	**	**	*12%*	*14%*	*11%*	**	**	**
												b
50-74%	**129**	124	4	**	**	**	5	45	28	**	**	**
	18%	*18%*	*23%*	**	**	**	*20%*	*22%*	*16%*	**	**	**
75-100%	**253**	245	6	**	**	**	8	67	86	**	**	**
	36%	*36%*	*31%*	**	**	**	*31%*	*32%*	*50%*	**	**	**
									ac			
Don't know	**75**	72	2	**	**	**	3	17	9	**	**	**
	11%	*11%*	*9%*	**	**	**	*10%*	*8%*	*5%*	**	**	**
Answered	**632**	608	17	**	**	**	24	192	162	**	**	**
Mean	**55.32**	55.56	51.69	**	**	**	49.08	53.01	64.01	**	**	**
		cf							**ac**			

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	715	41	37	73	18	39	83	59	40	38	428	87	91	109
Weighted total	707	65	57	95	24	57	113	76	56	52	595	34	37	41
0-24%	156	**	**	27	**	**	35	21	**	**	135	6	8	7
	22%	**	**	*29%*	**	**	*31%*	*28%*	**	**	*23%*	*16%*	*21%*	*18%*
				be			**abekm**	**be**	**be**					
25-49%	94	**	**	14	**	**	12	12	**	**	75	4	9	5
	13%	**	**	*15%*	**	**	*10%*	*16%*	**	**	*13%*	*12%*	*25%*	*13%*
													efjkm	
50-74%	129	**	**	17	**	**	19	16	**	**	110	7	5	8
	18%	**	**	*18%*	**	**	*17%*	*21%*	**	**	*18%*	*20%*	*12%*	*20%*
			ijl											
75-100%	253	**	**	25	**	**	36	22	**	**	208	15	12	18
	36%	**	**	*26%*	**	**	*32%*	*29%*	**	**	*35%*	*45%*	*32%*	*45%*
		cg								c		**cg**		**cg**
Don't know	75	**	**	12	**	**	12	6	**	**	67	2	4	2
	11%	**	**	*13%*	**	**	*10%*	*7%*	**	**	*11%*	*7%*	*10%*	*4%*
				m		**gkm**					m			
Answered	632	**	**	83	**	**	101	71	**	**	528	32	34	39
Mean	55.32	**	**	46.62	**	**	49.41	49.22	**	**	54.72	60.74	50.92	62.72
		cfgl	**cfgl**			**cfghjl**						**cf**		**cfghjl**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**715**	44	32	67	18	36	93	49	39	45	423	88	94	110
Weighted total	**707**	74	46	90	25	45	123	63	60	63	588	37	41	41
0-24%	**156**	**	**	31	**	**	33	**	**	**	135	6	8	7
	22%	**	**	*34%*	**	**	*27%*	**	**	**	*23%*	*15%*	*19%*	*18%*
				beklm			b	b			b			
25-49%	**94**	**	**	10	**	**	16	**	**	**	75	4	9	5
	13%	**	**	*11%*	**	**	*13%*	**	**	**	*13%*	*11%*	*23%*	*13%*
													jk	
50-74%	**129**	**	**	14	**	**	19	**	**	**	110	7	5	8
	18%	**	**	*16%*	**	**	*16%*	**	**	**	*19%*	*19%*	*11%*	*20%*
			cfijl					l						
75-100%	**253**	**	**	23	**	**	40	**	**	**	204	15	16	18
	36%	**	**	*26%*	**	**	*33%*	**	**	**	*35%*	*42%*	*38%*	*45%*
										c		c		**bc**
Don't know	**75**	**	**	12	**	**	15	**	**	**	65	5	4	2
	11%	**	**	*13%*	**	**	*12%*	**	**	**	*11%*	*13%*	*9%*	*4%*
				m		**gm**	m				m	m		
Answered	**632**	**	**	78	**	**	109	**	**	**	524	32	38	39
Mean	**55.32**	**	**	43.30	**	**	51.85	**	**	**	54.42	60.74	55.63	62.59
		c	c			c				c	c	c	c	**cfgj**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**715**	28	47	13	56	171	36	34	323	494	221	618	97	685	30
Weighted total	**707**	26	49	17	47	210	32	38	283	535	172	626	81	667	40
0-24%	**156**	**	**	**	10	38	**	**	78	127	29	138	18	149	**
	22%	**	**	**	*22%*	*18%*	**	**	*28%*	*24%*	*17%*	*22%*	*22%*	*22%*	**
								f	**ef**	b					
25-49%	**94**	**	**	**	10	30	**	**	32	71	23	82	12	87	**
	13%	**	**	**	*21%*	*14%*	**	**	*11%*	*13%*	*13%*	*13%*	*15%*	*13%*	**
50-74%	**129**	**	**	**	8	38	**	**	53	91	38	117	13	126	**
	18%	**	**	**	*16%*	*18%*	**	**	*19%*	*17%*	*22%*	*19%*	*16%*	*19%*	**
75-100%	**253**	**	**	**	17	86	**	**	86	189	64	230	23	232	**
	36%	**	**	**	*36%*	*41%*	**	**	*30%*	*35%*	*37%*	*37%*	*28%*	*35%*	**
						h									a
Don't know	**75**	**	**	**	2	18	**	**	34	56	19	59	15	72	**
	11%	**	**	**	*5%*	*9%*	**	**	*12%*	*11%*	*11%*	*9%*	*19%*	*11%*	**
			de										a		
Answered	**632**	**	**	**	45	191	**	**	249	478	154	567	65	594	**
Mean	**55.32**	**	**	**	53.15	58.83	**	**	50.95	54.51	57.84	55.73	51.75	54.68	**
						h									

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**715**	425	122	161	585	111	19	-	-	-	-	-	696	19	210	375	130
Weighted total	**707**	402	128	166	591	99	17	-	-	-	-	-	690	17	236	354	116
0-24%	**156**	67	42	47	120	32	**	**	**	**	**	**	152	**	45	75	36
	22%	*17%*	*33%*	*28%*	*20%*	*32%*	**	**	**	**	**	**	*22%*	**	*19%*	*21%*	*31%*
			a	a		**ai**											**ab**
25-49%	**94**	50	9	33	72	15	**	**	**	**	**	**	88	**	21	51	21
	13%	*12%*	*7%*	*20%*	*12%*	*15%*	**	**	**	**	**	**	*13%*	**	*9%*	*14%*	*18%*
				ab												a	a
50-74%	**129**	75	29	25	111	17	**	**	**	**	**	**	127	**	47	64	19
	18%	*19%*	*23%*	*15%*	*19%*	*17%*	**	**	**	**	**	**	*18%*	**	*20%*	*18%*	*16%*
75-100%	**253**	178	35	35	230	20	**	**	**	**	**	**	250	**	101	129	23
	36%	*44%*	*27%*	*21%*	*39%*	*21%*	**	**	**	**	**	**	*36%*	**	*43%*	*37%*	*20%*
		bc			b								b		c	c	
Don't know	**75**	32	14	26	58	15	**	**	**	**	**	**	73	**	23	35	17
	11%	*8%*	*11%*	*15%*	*10%*	*15%*	**	**	**	**	**	**	*11%*	**	*10%*	*10%*	*15%*
				a													
Answered	**632**	370	114	141	533	84	**	**	**	**	**	**	617	**	214	319	99
Mean	**55.32**	62.04	47.69	42.66	57.84	43.04	**	**	**	**	**	**	55.83	**	61.07	55.68	41.75
		bc			b								b		c	c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**715**	692	392	715	225	215	469	645	40	14	13	3	-	-	218	4	3	-	-	-	-	-
Weighted total	**707**	685	361	707	236	200	450	648	37	9	10	3	-	-	232	3	2	-	-	-	-	-
0-24%	**156**	152	96	156	69	40	92	141	**	**	**	**	**	**	69	**	**	**	**	**	**	**
	22%	*22%*	*27%*	*22%*	*29%*	*20%*	*20%*	*22%*	**	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
			f		**acef**																	
25-49%	**94**	89	68	94	37	31	65	88	**	**	**	**	**	**	37	**	**	**	**	**	**	**
	13%	*13%*	*19%*	*13%*	*16%*	*15%*	*15%*	*14%*	**	**	**	**	**	**	*16%*	**	**	**	**	**	**	**
			ac																			
50-74%	**129**	127	52	129	32	39	89	119	**	**	**	**	**	**	32	**	**	**	**	**	**	**
	18%	*19%*	*15%*	*18%*	*14%*	*19%*	*20%*	*18%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
							b															
75-100%	**253**	251	94	253	59	66	157	230	**	**	**	**	**	**	58	**	**	**	**	**	**	**
	36%	*37%*	*26%*	*36%*	*25%*	*33%*	*35%*	*35%*	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
		bd		**bd**			**bd**															
Don't know	**75**	67	50	75	39	26	47	70	**	**	**	**	**	**	35	**	**	**	**	**	**	**
	11%	*10%*	*14%*	*11%*	*16%*	*13%*	*10%*	*11%*	**	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
			a		**acf**																	
Answered	**632**	618	311	632	198	175	403	578	**	**	**	**	**	**	197	**	**	**	**	**	**	**
Mean	**55.32**	55.63	45.72	55.32	44.52	53.67	55.24	55.09	**	**	**	**	**	**	44.39	**	**	**	**	**	**	**
		bd		**bd**		**bd**	**bd**															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**715**	200	190	212	108	5	82	62	50	30	1	122	5	96	678	37
Weighted total	**707**	225	194	206	74	8	96	61	53	26	2	145	3	85	669	37
0-24%	**156**	42	44	50	19	**	27	22	**	**	**	38	**	31	150	**
	22%	*19%*	*23%*	*24%*	*26%*	**	*28%*	*36%*	**	**	**	*27%*	**	*36%*	*22%*	**
25-49%	**94**	22	25	27	17	**	9	12	**	**	**	25	**	7	84	**
	13%	*10%*	*13%*	*13%*	*23%*	**	*9%*	*19%*	**	**	**	*18%*	**	*8%*	*13%*	**
					abc					a						a
50-74%	**129**	39	40	43	6	**	12	9	**	**	**	19	**	13	123	**
	18%	*17%*	*20%*	*21%*	*8%*	**	*12%*	*14%*	**	**	**	*13%*	**	*15%*	*18%*	**
		d	d	d												
75-100%	**253**	93	65	68	24	**	39	8	**	**	**	33	**	24	247	**
	36%	*41%*	*34%*	*33%*	*32%*	**	*40%*	*12%*	**	**	**	*23%*	**	*29%*	*37%*	**
							bcd								b	
Don't know	**75**	29	20	17	8	**	9	11	**	**	**	29	**	10	65	**
	11%	*13%*	*10%*	*8%*	*10%*	**	*9%*	*17%*	**	**	**	*20%*	**	*12%*	*10%*	**
									a	a						a
Answered	**632**	196	174	189	67	**	87	50	**	**	**	116	**	75	604	**
Mean	**55.32**	60.36	54.74	52.35	50.06	**	53.43	34.21	**	**	**	43.57	**	45.23	55.91	**
		cd					b								b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**715**	710	5	167	58	704	11	165	60	164	671	86	-
Weighted total	**707**	704	3	173	64	697	10	173	64	150	667	68	-
0-24%	**156**	155	**	53	16	151	**	52	17	47	151	25	**
	22%	*22%*	**	*30%*	*26%*	*22%*	**	*30%*	*26%*	*31%* b	*23%*	*36%* b	**
25-49%	**94**	94	**	28	9	92	**	28	9	26	82	16	**
	13%	*13%*	**	*16%*	*14%*	*13%*	**	*16%*	*14%*	*17%*	*12%*	*23%* b	**
50-74%	**129**	129	**	23	9	129	**	23	9	28	127	8	**
	18%	*18%*	**	*14%*	*14%*	*18%*	**	*14%*	*14%*	*19%*	*19%*	*12%*	**
75-100%	**253**	253	**	45	14	253	**	46	13	31	242	10	**
	36%	*36%*	**	*26%*	*21%*	*36%*	**	*26%*	*21%*	*21%*	*36%* **ac**	*15%*	**
Don't know	**75**	73	**	24	15	73	**	24	15	18	65	9	**
	11%	*10%*	**	*14%*	*24%*	*10%*	**	*14%*	*24%*	*12%*	*10%*	*14%*	**
Answered	**632**	631	**	149	48	624	**	149	48	132	602	59	**
Mean	**$5.32**	55.37	**	44.97	43.12	55.79	**	45.37	41.88	42.12	55.38 **ac**	33.56	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	715	130	351	46	-	158	157	55	1	692	388	198	522	715	17
Weighted total	707	121	320	42	-	175	159	55	*	685	358	209	510	707	12
0-24%	156	44	84	**	**	53	44	25	**	152	96	64	137	156	**
	22%	*36%*	*26%*	**	**	*30%*	*28%*	*45%*	**	*22%*	*27%*	*31%*	*27%*	*22%*	**
		b						ab				a			
25-49%	94	26	57	**	**	30	23	8	**	89	68	32	91	94	**
	13%	*22%*	*18%*	**	**	*17%*	*14%*	*14%*	**	*13%*	*19%*	*15%*	*18%*	*13%*	**
											a		b		
50-74%	129	14	46	**	**	25	23	7	**	127	52	28	107	129	**
	18%	*11%*	*14%*	**	**	*15%*	*15%*	*12%*	**	*19%*	*15%*	*14%*	*21%*	*18%*	**
75-100%	253	19	83	**	**	42	36	5	**	251	92	52	109	253	**
	36%	*16%*	*26%*	**	**	*24%*	*23%*	*8%*	**	*37%*	*26%*	*25%*	*21%*	*36%*	**
			a			c	c			bc				a	
Don't know	75	18	50	**	**	25	33	11	**	67	50	33	66	75	**
	11%	*15%*	*16%*	**	**	*14%*	*21%*	*19%*	**	*10%*	*14%*	*16%*	*13%*	*11%*	**
											a	a			
Answered	632	103	270	**	**	150	127	44	**	618	308	176	444	632	**
Mean	55.32	34.84	46.17	**	**	42.86	45.00	25.54	**	55.63	45.38	43.78	44.31	55.32	**
			ac			c	c			bc				a	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**715**	140	128	117	27	30	493	661	33	5	7	4	691	590	692	583	701
Weighted total	**707**	151	136	117	33	31	491	651	36	3	8	4	680	569	681	562	689
0-24%	**156**	53	29	40	**	**	133	142	**	**	**	**	144	125	144	139	152
	22%	*35%*	*22%*	*35%*	**	**	*27%*	*22%*	**	**	**	**	*21%*	*22%*	*21%*	*25%*	*22%*
		b		b		b	b										
25-49%	**94**	24	23	18	**	**	82	80	**	**	**	**	91	84	91	79	94
	13%	*16%*	*17%*	*16%*	**	**	*17%*	*12%*	**	**	**	**	*13%*	*15%*	*13%*	*14%*	*14%*
							b										
50-74%	**129**	19	26	14	**	**	104	127	**	**	**	**	127	110	127	100	126
	18%	*13%*	*19%*	*12%*	**	**	*21%*	*20%*	**	**	**	**	*19%*	*19%*	*19%*	*18%*	*18%*
75-100%	**253**	24	30	26	**	**	108	241	**	**	**	**	248	191	248	183	242
	36%	*16%*	*22%*	*23%*	**	**	*22%*	*37%*	**	**	**	**	*36%*	*34%*	*36%*	*33%*	*35%*
		e	e	e				a									
Don't know	**75**	32	27	18	**	**	64	61	**	**	**	**	70	58	70	61	75
	11%	*21%*	*20%*	*15%*	**	**	*13%*	*9%*	**	**	**	**	*10%*	*10%*	*10%*	*11%*	*11%*
						c	b										
Answered	**632**	120	109	99	**	**	427	590	**	**	**	**	610	510	610	501	615
Mean	**55.32**	36.36	47.84	40.47	**	**	44.94	56.42	**	**	**	**	56.09	53.85	56.04	52.38	54.93
			a					a									

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	**715**	432	696	160	7	612	21	95	620	93	2	19	90	67	517	128
Weighted total	**707**	407	684	158	5	606	24	100	607	100	4	23	91	62	521	123
0-24%	**156**	107	152	50	**	137	**	31	125	28	**	**	25	23	100	33
	22%	*26%*	*22%*	*31%*	**	*23%*	**	*31%*	*21%*	*28%*	**	**	*28%*	*36%*	*19%*	*27%*
				b				b						b		
25-49%	**94**	58	90	25	**	83	**	14	80	19	**	**	17	7	75	12
	13%	*14%*	*13%*	*16%*	**	*14%*	**	*14%*	*13%*	*18%*	**	**	*19%*	*12%*	*14%*	*10%*
50-74%	**129**	67	125	26	**	115	**	21	108	11	**	**	11	8	101	19
	18%	*16%*	*18%*	*17%*	**	*19%*	**	*21%*	*18%*	*11%*	**	**	*12%*	*13%*	*19%*	*16%*
75-100%	**253**	131	248	37	**	210	**	24	229	23	**	**	22	13	200	39
	36%	*32%*	*36%*	*24%*	**	*35%*	**	*24%*	*38%*	*23%*	**	**	*24%*	*21%*	*38%*	*32%*
		c	c						a						a	
Don't know	**75**	44	70	19	**	61	**	10	65	19	**	**	16	11	45	19
	11%	*11%*	*10%*	*12%*	**	*10%*	**	*10%*	*11%*	*19%*	**	**	*18%*	*17%*	*9%*	*16%*
														b		b
Answered	**632**	363	614	138	**	545	**	90	542	81	**	**	75	51	476	104
Mean	**55.32**	51.13	55.41	43.78	**	54.60	**	46.50	56.79	41.86	**	**	43.63	39.61	57.78	51.54
		c	c						a						a	a

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**715**	61	38	611	398	317
Weighted total	**707**	68	43	594	398	309
0-24%	**156**	16	**	128	81	74
	22%	*24%*	**	*21%*	*20%*	*24%*
25-49%	**94**	8	**	73	61	33
	13%	*12%*	**	*12%*	*15%*	*11%*
			ac			
50-74%	**129**	7	**	120	72	57
	18%	*11%*	**	*20%*	*18%*	*19%*
				b		
75-100%	**253**	20	**	218	141	112
	36%	*30%*	**	*37%*	*35%*	*36%*
Don't know	**75**	16	**	54	43	32
	11%	*24%*	**	*9%*	*11%*	*10%*
		c				
Answered	**632**	52	**	540	355	277
Mean	**55.32**	49.65	**	56.48	54.77	56.02

Columns Tested: a,b,c - a,b

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**715**	74	61	62	62	56	42	49	50	92	65	65	37
Weighted total	**707**	70	70	56	62	63	40	42	45	102	54	67	36
0-24%	**156**	23	9	13	11	15	**	**	**	20	19	9	**
	22%	*33%*	*13%*	*23%*	*18%*	*24%*	**	**	**	*19%*	*36%*	*14%*	**
		bhikl					**bkl**				**bdhikl**		
25-49%	**94**	4	12	9	11	10	**	**	**	14	3	13	**
	13%	*5%*	*17%*	*17%*	*18%*	*16%*	**	**	**	*13%*	*6%*	*20%*	**
			a	a	a	a						**aj**	
50-74%	**129**	12	17	5	15	10	**	**	**	15	11	20	**
	18%	*17%*	*24%*	*9%*	*25%*	*16%*	**	**	**	*15%*	*20%*	*30%*	**
			cg		**cg**							**cgi**	
75-100%	**253**	26	26	24	17	15	**	**	**	41	12	19	**
	36%	*38%*	*37%*	*43%*	*27%*	*24%*	**	**	**	*40%*	*23%*	*28%*	**
				ej				**ej**	**dejk**	j			**defjk**
Don't know	**75**	5	6	5	7	13	**	**	**	13	8	5	**
	11%	*7%*	*8%*	*8%*	*12%*	*20%*	**	**	**	*13%*	*15%*	*8%*	**
					f	**afh**		f		f	f		f
Answered	**632**	65	64	52	55	50	**	**	**	89	45	61	**
Mean	**55.32**	50.87	62.31	58.01	52.24	47.22	**	**	**	58.73	44.91	53.90	**
			ej	j					j	j			**adefjk**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**715**	197	160	191	167
Weighted total	**707**	196	165	190	156
0-24%	**156**	46	40	38	32
	22%	*23%*	*24%*	*20%*	*20%*
25-49%	**94**	25	26	23	20
	13%	*13%*	*16%*	*12%*	*13%*
50-74%	**129**	34	34	26	36
	18%	*17%*	*20%*	*14%*	*23%*
					c
75-100%	**253**	76	45	80	51
	36%	*39%*	*27%*	*42%*	*33%*
		b		b	
Don't know	**75**	15	20	22	18
	11%	*8%*	*12%*	*12%*	*11%*
Answered	**632**	181	145	168	139
Mean	**55.32**	56.96	49.89	58.81	54.64
				b	

Columns Tested: a,b,c,d

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	c	*d	e
Unweighted total	**511**	337	116	38	20	-	174	115	91	34	10	38
Weighted total	**516**	497	13	4	3	-	19	171	112	32	5	12
0-24%	**235**	223	8	**	**	**	12	68	58	**	**	**
	45%	*45%*	*63%*	**	**	**	*60%*	*40%*	*52%*	**	**	**
			a				a					
25-49%	**86**	83	2	**	**	**	3	30	20	**	**	**
	17%	*17%*	*16%*	**	**	**	*15%*	*18%*	*18%*	**	**	**
50-74%	**81**	80	1	**	**	**	2	33	20	**	**	**
	16%	*16%*	*8%*	**	**	**	*9%*	*19%*	*18%*	**	**	**
		bf						e	e	e		
75-100%	**47**	46	1	**	**	**	1	28	7	**	**	**
	9%	*9%*	*4%*	**	**	**	*6%*	*16%*	*6%*	**	**	**
								b				**abc**
Don't know	**67**	65	1	**	**	**	2	13	7	**	**	**
	13%	*13%*	*8%*	**	**	**	*10%*	*7%*	*7%*	**	**	**
Answered	**449**	431	11	**	**	**	17	158	105	**	**	**
Mean	**29.60**	29.87	20.94	**	**	**	22.97	35.66	27.71	**	**	**
		bf						b				b

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	**511**	28	20	76	12	24	60	39	26	27	312	60	64	75
Weighted total	**516**	47	33	104	10	29	88	52	45	35	443	22	24	26
0-24%	**235**	**	**	43	**	**	37	**	**	**	202	10	10	13
	45%	**	**	*41%*	**	**	*42%*	**	**	**	*46%*	*47%*	*39%*	*49%*
25-49%	**86**	**	**	25	**	**	12	**	**	**	71	3	6	5
	17%	**	**	*24%*	**	**	*14%*	**	**	**	*16%*	*15%*	*24%*	*20%*
				g										
50-74%	**81**	**	**	19	**	**	12	**	**	**	71	4	3	4
	16%	**	**	*18%*	**	**	*13%*	**	**	**	*16%*	*16%*	*11%*	*15%*
75-100%	**47**	**	**	6	**	**	10	**	**	**	40	2	3	2
	9%	**	**	*6%*	**	**	*11%*	**	**	**	*9%*	*11%*	*11%*	*7%*
Don't know	**67**	**	**	12	**	**	17	**	**	**	59	3	3	2
	13%	**	**	*11%*	**	**	*20%*	**	**	**	*13%*	*11%*	*14%*	*9%*
Answered	**449**	**	**	93	**	**	70	**	**	**	384	20	21	24
Mean	**29.60**	**	**	30.93	**	**	29.20	**	**	**	29.58	29.84	30.54	28.85

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	**511**	30	18	68	11	26	72	31	25	31	312	61	63	75
Weighted total	**516**	53	30	90	11	28	105	42	44	40	443	22	24	26
0-24%	**235**	**	**	38	**	**	46	**	**	**	202	11	9	13
	45%	**	**	*42%*	**	**	*43%*	**	**	**	*46%*	*47%*	*38%*	*49%*
										l				
25-49%	**86**	**	**	23	**	**	10	**	**	**	71	3	6	5
	17%	**	**	*26%*	**	**	*10%*	**	**	**	*16%*	*15%*	*25%*	*20%*
				afi									**fi**	
50-74%	**81**	**	**	17	**	**	15	**	**	**	71	4	3	4
	16%	**	**	*19%*	**	**	*15%*	**	**	**	*16%*	*16%*	*12%*	*15%*
75-100%	**47**	**	**	2	**	**	12	**	**	**	40	2	3	2
	9%	**	**	*3%*	**	**	*11%*	**	**	**	*9%*	*10%*	*12%*	*7%*
							c						c	
Don't know	**67**	**	**	10	**	**	22	**	**	**	59	3	3	2
	13%	**	**	*11%*	**	**	*21%*	**	**	**	*13%*	*11%*	*15%*	*9%*
							gm							
Answered	**449**	**	**	81	**	**	83	**	**	**	385	20	20	24
Mean	**29.60**	**	**	28.07	**	**	30.15	**	**	**	29.54	29.74	31.44	28.85

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	511	17	44	9	58	96	19	30	234	370	141	440	71	500	11
Weighted total	516	14	46	9	58	109	13	35	230	412	104	453	63	503	13
0-24%	235	**	**	**	19	48	**	**	108	187	48	202	33	230	**
	45%	**	**	**	*32%*	*44%*	**	**	*47%* d	*45%*	*46%*	*45%*	*52%*	*46%*	**
25-49%	86	**	**	**	14	6	**	**	39	69	16	77	9	83	**
	17%	**	**	**	*24%* e	*6%*	**	** be	*17%* e	*17%*	*16%*	*17%*	*14%*	*16%*	**
50-74%	81	**	**	**	14	20	**	**	28	65	16	76	5	81	**
	16%	**	** gh	**	*24%* h	*19%*	**	**	*12%*	*16%*	*16%*	*17%* b	*8%*	*16%*	**
75-100%	47	**	**	**	5	19	**	**	21	41	6	47	*	46	**
	9%	**	**	**	*8%*	*17%* bh	**	**	*9%* b	*10%*	*6%*	*10%* b	*%	*9%*	**
Don't know	67	**	**	**	7	15	**	**	34	50	17	51	16	63	**
	13%	**	**	**	*13%*	*14%*	**	**	*15%*	*12%*	*16%*	*11%*	*26%* a	*12%*	**
Answered	449	**	**	**	51	94	**	**	196	362	87	402	47	440	**
Mean	29.60	**	**	**	34.26	35.25 h	**	**	27.99	30.41	26.24	30.90 b	18.51	29.81	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**511**	284	99	126	406	92	13	-	-	-	-	-	498	13	117	289	105
Weighted total	**516**	266	112	135	415	86	14	-	-	-	-	-	502	14	133	282	100
0-24%	**235**	107	57	68	184	44	**	**	**	**	**	**	228	**	56	128	50
	45%	*40%*	*51%*	*51%*	*44%*	*51%*	**	**	**	**	**	**	*46%*	**	*42%*	*45%*	*50%*
25-49%	**86**	59	11	16	79	4	**	**	**	**	**	**	84	**	23	57	6
	17%	*22%*	*10%*	*12%*	*19%*	*5%*	**	**	**	**	**	**	*17%*	**	*17%*	*20%*	*6%*
		bc			b								b		c	c	
50-74%	**81**	49	18	14	68	10	**	**	**	**	**	**	77	**	24	44	14
	16%	*18%*	*16%*	*10%*	*16%*	*11%*	**	**	**	**	**	**	*15%*	**	*18%*	*16%*	*13%*
		c															
75-100%	**47**	22	10	15	30	17	**	**	**	**	**	**	47	**	10	20	17
	9%	*8%*	*9%*	*11%*	*7%*	*20%*	**	**	**	**	**	**	*9%*	**	*7%*	*7%*	*17%*
						ai											**ab**
Don't know	**67**	29	16	22	54	11	**	**	**	**	**	**	65	**	20	34	13
	13%	*11%*	*14%*	*16%*	*13%*	*13%*	**	**	**	**	**	**	*13%*	**	*15%*	*12%*	*13%*
Answered	**449**	237	97	113	361	75	**	**	**	**	**	**	436	**	113	249	87
Mean	**29.60**	30.89	28.83	27.72	28.99	33.19	**	**	**	**	**	**	29.71	**	30.03	28.52	32.13

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**511**	463	426	511	218	166	350	475	26	4	5	1	-	-	215	2	1	-	-	-	-	-
Weighted total	**516**	453	435	516	243	149	345	492	17	1	3	2	-	-	241	1	2	-	-	-	-	-
0-24%	**235**	227	184	235	92	84	174	217	**	**	**	**	**	**	92	**	**	**	**	**	**	**
	45%	*50%*	*42%*	*45%*	*38%*	*56%*	*50%*	*44%*	**	**	**	**	**	**	*38%*	**	**	**	**	**	**	**
		bd				**bcd**	**bd**															
25-49%	**86**	83	78	86	35	21	54	85	**	**	**	**	**	**	35	**	**	**	**	**	**	**
	17%	*18%*	*18%*	*17%*	*14%*	*14%*	*16%*	*17%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
50-74%	**81**	71	78	81	48	13	44	81	**	**	**	**	**	**	48	**	**	**	**	**	**	**
	16%	*16%*	*18%*	*16%*	*20%*	*9%*	*13%*	*17%*	**	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
		e	**ef**	e	**ef**																	
75-100%	**47**	16	43	47	30	5	32	47	**	**	**	**	**	**	29	**	**	**	**	**	**	**
	9%	*3%*	*10%*	*9%*	*12%*	*4%*	*9%*	*9%*	**	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
			ae	**ae**	**ae**		**ae**															
Don't know	**67**	57	52	67	39	26	41	63	**	**	**	**	**	**	37	**	**	**	**	**	**	**
	13%	*13%*	*12%*	*13%*	*16%*	*17%*	*12%*	*13%*	**	**	**	**	**	**	*16%*	**	**	**	**	**	**	**
Answered	**449**	396	384	449	204	123	304	430	**	**	**	**	**	**	203	**	**	**	**	**	**	**
Mean	**29.60**	24.47	31.73	29.60	34.50	21.01	27.69	30.41	**	**	**	**	**	**	34.40	**	**	**	**	**	**	**
			aef	**ae**	**acef**		e															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	*d	*e	a	*b	c	a	b
Unweighted total	**511**	114	147	172	74	4	74	64	50	29	1	119	5	92	476	35
Weighted total	**516**	134	145	181	51	5	87	75	48	31	2	152	3	85	475	41
0-24%	**235**	51	65	87	29	**	35	28	**	**	**	46	**	40	222	**
	45%	*39%*	*44%*	*48%*	*57%*	**	*40%*	*37%*	**	**	**	*30%*	**	*48%*	*47%*	**
					a									a		
25-49%	**86**	15	33	29	8	**	16	10	**	**	**	23	**	12	82	**
	17%	*11%*	*23%*	*16%*	*17%*	**	*18%*	*13%*	**	**	**	*15%*	**	*14%*	*17%*	**
			a													
50-74%	**81**	27	25	22	8	**	11	20	**	**	**	34	**	13	69	**
	16%	*20%*	*17%*	*12%*	*15%*	**	*13%*	*27%*	**	**	**	*22%*	**	*16%*	*15%*	**
								a								a
75-100%	**47**	11	10	24	1	**	9	9	**	**	**	25	**	5	41	**
	9%	*8%*	*7%*	*13%*	*2%*	**	*11%*	*12%*	**	**	**	*16%*	**	*6%*	*9%*	**
				d								c				
Don't know	**67**	30	12	20	4	**	15	9	**	**	**	25	**	14	62	**
	13%	*22%*	*8%*	*11%*	*8%*	**	*18%*	*12%*	**	**	**	*16%*	**	*17%*	*13%*	**
		bcd														
Answered	**449**	104	133	162	46	**	71	66	**	**	**	127	**	71	414	**
Mean	**29.60**	31.66	28.98	31.25	22.02	**	31.98	35.40	**	**	**	39.42	**	27.19	28.65	**
		d		d								c				a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**511**	507	4	167	51	500	11	162	56	175	424	72	1
Weighted total	**516**	513	3	187	56	505	10	184	60	165	414	57	*
0-24%	**235**	233	**	75	17	231	**	73	19	86	212	27	**
	45%	*46%*	**	*40%*	*30%*	*46%*	**	*40%*	*32%*	*52%*	*51%*	*48%*	**
25-49%	**86**	86	**	30	5	86	**	30	5	32	74	8	**
	17%	*17%*	**	*16%*	*8%*	*17%*	**	*16%*	*8%*	*20%*	*18%*	*14%*	**
50-74%	**81**	81	**	30	18	79	**	32	16	26	55	10	**
	16%	*16%*	**	*16%*	*32%* a	*16%*	**	*17%*	*27%*	*16%*	*13%*	*17%*	**
75-100%	**47**	47	**	23	7	45	**	20	10	6	15	2	**
	9%	*9%*	**	*12%*	*12%*	*9%*	**	*11%*	*17%*	*4%*	*4%*	*3%*	**
Don't know	**67**	65	**	29	10	65	**	29	10	15	57	10	**
	13%	*13%*	**	*16%*	*17%*	*13%*	**	*16%*	*16%*	*9%*	*14%*	*17%*	**
Answered	**449**	447	**	158	46	440	**	154	50	150	357	47	**
Mean	**29.60**	29.66	**	33.03	39.50	29.26	**	32.61	40.36	24.90	23.42	25.58	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**511**	179	359	55	-	163	142	51	1	463	422	188	510	322	11
Weighted total	**516**	190	353	54	-	188	153	49	*	453	434	208	515	297	9
0-24%	**235**	73	151	23	**	77	63	19	**	227	184	82	234	175	**
	45%	*38%*	*43%*	*42%*	**	*41%*	*41%*	*39%*	**	*50%* bc	*42%*	*39%*	*45%*	*59%* a	**
25-49%	**86**	40	62	11	**	27	19	4	**	83	78	32	86	53	**
	17%	*21%*	*18%*	*20%*	**	*14%*	*12%*	*7%*	**	*18%*	*18%*	*15%*	*17%*	*18%*	**
50-74%	**81**	29	64	7	**	36	25	10	**	71	78	36	81	12	**
	16%	*15%*	*18%*	*12%*	**	*19%*	*16%*	*20%*	**	*16%*	*18%*	*17%*	*16%* b	*4%*	**
75-100%	**47**	29	28	5	**	24	14	6	**	16	43	24	47	9	**
	9%	*15%* b	*8%*	*10%*	**	*12%*	*9%*	*12%*	**	*3%*	*10%* a	*11%* a	*9%* b	*3%*	**
Don't know	**67**	20	49	8	**	26	32	11	**	57	52	35	67	48	**
	13%	*11%*	*14%*	*16%*	**	*14%*	*21%*	*22%*	**	*13%*	*12%*	*17%*	*13%*	*16%*	**
Answered	**449**	170	304	45	**	163	121	38	**	396	383	173	448	249	**
Mean	**29.60**	35.45 b	29.77	28.64	**	33.49	29.90	31.30	**	24.47	31.71 a	32.87 a	29.64 b	17.78	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**511**	148	81	133	29	32	453	298	19	8	12	5	494	463	497	443	504
Weighted total	**516**	160	81	146	35	28	449	274	18	6	13	6	498	454	500	438	508
0-24%	**235**	67	39	60	**	**	210	158	**	**	**	**	229	211	229	204	230
	45%	*42%*	*48%*	*41%*	**	**	*47%*	*58%* a	**	**	**	**	*46%*	*46%*	*46%*	*47%*	*45%*
25-49%	**86**	24	14	21	**	**	78	48	**	**	**	**	82	79	83	68	84
	17%	*15%*	*18%*	*14%*	**	**	*17%*	*18%*	**	**	**	**	*17%*	*17%*	*17%*	*16%*	*17%*
50-74%	**81**	23	7	27	**	**	65	15	**	**	**	**	79	74	81	71	80
	16%	*14%*	*8%*	*19%* b	**	**	*15%* b	*5%*	**	**	**	**	*16%*	*16%*	*16%*	*16%*	*16%*
75-100%	**47**	15	*	17	**	**	31	10	**	**	**	**	42	37	42	38	47
	9%	*9%* b	*%*	*12%* b	**	**	*7%*	*4%*	**	**	**	**	*8%*	*8%*	*8%*	*9%*	*9%*
Don't know	**67**	32	21	20	**	**	65	44	**	**	**	**	65	53	65	57	67
	13%	*20%*	*26%* c	*14%*	**	** ac	*14%*	*16%*	**	**	**	**	*13%*	*12%*	*13%*	*13%*	*13%*
Answered	**449**	128	60	125	**	**	385	230	**	**	**	**	433	401	435	380	441
Mean	**29.60**	29.29 b	18.64	33.19 b	**	**	27.21 b	18.79	**	**	**	**	29.10	28.94	29.20	28.98	29.69

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	**511**	343	494	129	8	438	17	77	434	79	4	25	75	62	367	81
Weighted total	**516**	324	502	126	8	435	24	81	435	87	6	25	80	66	375	75
0-24%	**235**	151	228	63	**	199	**	46	188	35	**	**	32	24	175	36
	45%	*47%*	*45%*	*50%*	**	*46%*	**	*57%* b	*43%*	*41%*	**	**	*40%*	*36%*	*47%*	*48%*
25-49%	**86**	50	85	21	**	77	**	9	77	11	**	**	13	10	66	10
	17%	*16%*	*17%*	*17%*	**	*18%*	**	*11%*	*18%*	*13%*	**	**	*17%*	*16%*	*18%*	*13%*
50-74%	**81**	45	78	17	**	68	**	11	70	16	**	**	17	9	66	6
	16%	*14%*	*15%*	*13%*	**	*16%*	**	*14%*	*16%*	*19%*	**	**	*21%*	*14%*	*18%* c	*8%*
75-100%	**47**	31	45	5	**	35	**	5	41	9	**	**	7	12	27	8
	9%	*10%*	*9%*	*4%*	**	*8%*	**	*7%*	*10%*	*11%*	**	**	*8%*	*18%* b	*7%*	*11%*
Don't know	**67**	46	66	19	**	56	**	9	58	14	**	**	11	11	42	15
	13%	*14%*	*13%*	*15%*	**	*13%*	**	*11%*	*13%*	*16%*	**	**	*14%*	*16%*	*11%*	*19%* b
Answered	**449**	277	436	107	**	379	**	72	377	72	**	**	68	55	333	60
Mean	**29.60**	29.43	29.50 c	24.13	**	28.80	**	24.23	30.63	32.79	**	**	31.09	37.82 **bc**	28.81	26.45

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**511**	54	35	417	292	219
Weighted total	**516**	62	44	408	290	226
0-24%	**235**	22	**	193	129	105
	45%	*36%*	**	*47%*	*45%*	*47%*
25-49%	**86**	9	**	66	45	41
	17%	*15%*	**	*16%*	*16%*	*18%*
50-74%	**81**	17	**	58	49	32
	16%	*27%* c	**	*14%*	*17%*	*14%*
75-100%	**47**	6	**	36	26	20
	9%	*10%*	**	*9%*	*9%*	*9%*
Don't know	**67**	8	**	55	39	28
	13%	*13%*	**	*13%*	*14%*	*12%*
Answered	**449**	54	**	353	250	198
Mean	**29.60**	38.04 c	**	28.15	30.77	28.12

Columns Tested: a,b,c - a,b

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	***f**	***g**	h	i	j	k	l
Unweighted total	**511**	52	30	41	59	57	28	26	44	60	45	35	34
Weighted total	**516**	35	42	42	55	62	31	19	45	63	45	40	36
0-24%	**235**	19	**	**	20	25	**	**	**	28	**	**	**
	45%	*53%*	**	**	*37%*	*39%*	**	**	**	*44%*	**	**	**
25-49%	**86**	6	**	**	4	17	**	**	**	12	**	**	**
	17%	*17%*	**	**	*6%*	*28%*	**	**	**	*18%*	**	**	**
				d		**dl**						**dl**	
50-74%	**81**	5	**	**	17	6	**	**	**	9	**	**	**
	16%	*15%*	**	**	*31%*	*9%*	**	**	**	*14%*	**	**	**
		l	l	l	**aceijl**				l	l		**ejl**	
75-100%	**47**	1	**	**	3	6	**	**	**	5	**	**	**
	9%	*2%*	**	**	*5%*	*9%*	**	**	**	*8%*	**	**	**
											adik		**adk**
Don't know	**67**	5	**	**	11	9	**	**	**	10	**	**	**
	13%	*14%*	**	**	*20%*	*14%*	**	**	**	*16%*	**	**	**
		k	k		k	k			k	k	k		k
Answered	**449**	30	**	**	44	54	**	**	**	53	**	**	**
Mean	**29.60**	21.91	**	**	33.63	30.67	**	**	**	27.44	**	**	**
					a						a		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**511**	123	144	130	114
Weighted total	**516**	119	149	127	121
0-24%	**235**	58	60	60	57
	45%	*49%*	*40%*	*47%*	*47%*
25-49%	**86**	21	25	19	22
	17%	*17%*	*17%*	*15%*	*18%*
50-74%	**81**	18	33	18	12
	16%	*15%*	*22%*	*14%*	*10%*
			d		
75-100%	**47**	9	12	9	17
	9%	*7%*	*8%*	*7%*	*14%*
Don't know	**67**	14	20	22	12
	13%	*12%*	*13%*	*17%*	*10%*
Answered	**449**	105	129	105	109
Mean	**29.60**	27.25	32.30	26.99	31.20

Columns Tested: a,b,c,d

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	*e
Unweighted total	**358**	234	89	25	10	-	124	83	60	26	7	27
Weighted total	**335**	321	10	3	1	-	14	108	67	20	3	6
0-24%	**192**	183	6	**	**	**	9	57	43	**	**	**
	57%	*57%*	*67%*	**	**	**	*66%*	*52%*	*65%*	**	**	**
25-49%	**50**	48	1	**	**	**	2	20	10	**	**	**
	15%	*15%*	*15%*	**	**	**	*16%*	*18%*	*15%*	**	**	**
50-74%	**30**	29	1	**	**	**	1	10	4	**	**	**
	9%	*9%*	*8%*	**	**	**	*6%*	*10%*	*6%*	**	**	**
75-100%	**15**	15	-	**	**	**	-	9	3	**	**	**
	5%	*5%*	*-%*	**	**	**	*-%*	*8%*	*4%*	**	**	**
		bf										
Don't know	**48**	46	1	**	**	**	2	13	7	**	**	**
	14%	*14%*	*10%*	**	**	**	*13%*	*12%*	*11%*	**	**	**
Answered	**286**	275	9	**	**	**	12	95	60	**	**	**
Mean	**21.22**	21.50	15.46	**	**	**	14.69	25.11	19.43	**	**	**
		bf										

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	**358**	20	15	30	8	14	42	32	19	19	199	58	47	54
Weighted total	**335**	34	21	41	11	19	53	44	28	22	274	22	19	20
0-24%	**192**	**	**	**	**	**	**	**	**	**	155	15	**	13
	57%	**	**	**	**	**	**	**	**	**	*56%*	*68%*	**	*64%*
25-49%	**50**	**	**	**	**	**	**	**	**	**	40	2	**	4
	15%	**	**	**	**	**	**	**	**	**	*14%*	*10%*	**	*20%*
50-74%	**30**	**	**	**	**	**	**	**	**	**	24	2	**	1
	9%	**	**	**	**	**	**	**	**	**	*9%*	*10%*	**	*6%*
75-100%	**15**	**	**	**	**	**	**	**	**	**	14	-	**	1
	5%	**	**	**	**	**	**	**	**	**	*5%*	*-%*	**	*3%*
				fgjkm										
Don't know	**48**	**	**	**	**	**	**	**	**	**	42	3	**	1
	14%	**	**	**	**	**	**	**	**	**	*15%*	*11%*	**	*6%*
							m							
Answered	**286**	**	**	**	**	**	**	**	**	**	232	20	**	18
Mean	**21.22**	**	**	**	**	**	**	**	**	**	21.76	17.20	**	17.83

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	**358**	23	14	26	9	16	48	26	16	20	198	58	47	55
Weighted total	**335**	37	20	38	14	17	62	35	26	25	274	22	19	20
0-24%	**192**	**	**	**	**	**	**	**	**	**	154	15	**	13
	57%	**	**	**	**	**	**	**	**	**	*56%*	*68%*	**	*64%*
25-49%	**50**	**	**	**	**	**	**	**	**	**	40	2	**	4
	15%	**	**	**	**	**	**	**	**	**	*14%*	*10%*	**	*20%*
50-74%	**30**	**	**	**	**	**	**	**	**	**	24	2	**	1
	9%	**	**	**	**	**	**	**	**	**	*9%*	*10%*	**	*6%*
75-100%	**15**	**	**	**	**	**	**	**	**	**	14	-	**	1
	5%	**	**	**	**	**	**	**	**	**	*5%*	*-%*	**	*3%*
Don't know	**48**	**	**	**	**	**	**	**	**	**	42	3	**	1
	14%	**	**	**	**	**	**	**	**	**	*15%*	*11%*	**	*6%*
							m							
Answered	**286**	**	**	**	**	**	**	**	**	**	232	20	**	18
Mean	**21.22**	**	**	**	**	**	**	**	**	**	21.76	17.20	**	17.77

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	**358**	14	21	6	34	82	16	15	166	241	117	307	51	346	12
Weighted total	**335**	12	19	9	23	94	11	11	152	258	77	293	42	319	15
0-24%	**192**	**	**	**	**	52	**	**	89	149	42	170	22	184	**
	57%	**	**	**	**	*56%*	**	**	*58%*	*58%*	*55%*	*58%*	*53%*	*58%*	**
25-49%	**50**	**	**	**	**	12	**	**	19	38	12	45	5	47	**
	15%	**	**	**	**	*13%*	**	**	*12%*	*15%*	*16%*	*15%*	*13%*	*15%*	**
					eh										
50-74%	**30**	**	**	**	**	12	**	**	9	20	9	25	4	27	**
	9%	**	**	**	**	*13%*	**	**	*6%*	*8%*	*12%*	*9%*	*10%*	*9%*	**
75-100%	**15**	**	**	**	**	6	**	**	7	15	1	15	-	15	**
	5%	**	**	**	**	*6%*	**	**	*5%*	*6%*	*1%*	*5%*	*-%*	*5%*	**
										b					
Don't know	**48**	**	**	**	**	11	**	**	28	35	13	38	10	46	**
	14%	**	**	**	**	*12%*	**	**	*19%*	*14%*	*17%*	*13%*	*25%*	*14%*	**
													a		
Answered	**286**	**	**	**	**	83	**	**	124	222	64	255	31	273	**
Mean	**21.22**	**	**	**	**	24.68	**	**	18.58	21.75	19.40	21.82	16.36	21.31	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**358**	183	71	102	270	77	11	-	-	-	-	-	347	11	72	198	88
Weighted total	**335**	162	75	93	257	67	10	-	-	-	-	-	324	10	77	180	77
0-24%	**192**	95	46	46	160	27	**	**	**	**	**	**	187	**	40	120	31
	57%	*59%*	*61%*	*50%*	*62%*	*40%*	**	**	**	**	**	**	*58%*	**	*53%*	*66%*	*41%*
					b								b			**ac**	
25-49%	**50**	22	13	14	33	15	**	**	**	**	**	**	48	**	11	22	17
	15%	*14%*	*18%*	*15%*	*13%*	*22%*	**	**	**	**	**	**	*15%*	**	*14%*	*12%*	*22%*
						a											b
50-74%	**30**	15	6	8	19	9	**	**	**	**	**	**	28	**	8	10	11
	9%	*9%*	*8%*	*9%*	*7%*	*14%*	**	**	**	**	**	**	*9%*	**	*11%*	*6%*	*14%*
																	b
75-100%	**15**	5	-	11	7	8	**	**	**	**	**	**	15	**	1	7	8
	5%	*3%*	*-%*	*11%*	*3%*	*12%*	**	**	**	**	**	**	*5%*	**	*1%*	*4%*	*10%*
				ab		**ai**											**ab**
Don't know	**48**	24	10	14	38	8	**	**	**	**	**	**	46	**	17	22	10
	14%	*15%*	*13%*	*15%*	*15%*	*12%*	**	**	**	**	**	**	*14%*	**	*22%*	*12%*	*13%*
															b		
Answered	**286**	138	66	79	219	59	**	**	**	**	**	**	278	**	60	159	67
Mean	**21.22**	19.33	15.98	29.13	18.15	32.12	**	**	**	**	**	**	21.12	**	19.86	17.50	31.20
				ab		**ai**											**ab**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**358**	332	286	358	158	134	261	323	22	6	4	3	-	-	155	-	3	-	-	-	-	-
Weighted total	**335**	306	268	335	157	119	238	309	17	2	3	3	-	-	155	-	2	-	-	-	-	-
0-24%	**192**	184	148	192	73	71	130	176	**	**	**	**	**	**	73	**	**	**	**	**	**	**
	57%	*60%*	*55%*	*57%*	*47%*	*60%*	*55%*	*57%*	**	**	**	**	**	**	*47%*	**	**	**	**	**	**	**
		d		d		d																
25-49%	**50**	47	42	50	29	17	46	46	**	**	**	**	**	**	28	**	**	**	**	**	**	**
	15%	*15%*	*16%*	*15%*	*18%*	*14%*	*19%*	*15%*	**	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
50-74%	**30**	25	27	30	17	5	18	28	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	9%	*8%*	*10%*	*9%*	*11%*	*4%*	*8%*	*9%*	**	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
			e		e																	
75-100%	**15**	9	15	15	15	8	14	14	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	5%	*3%*	*6%*	*5%*	*9%*	*7%*	*6%*	*4%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
					ac	a																
Don't know	**48**	42	35	48	24	19	30	46	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	14%	*14%*	*13%*	*14%*	*15%*	*16%*	*13%*	*15%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
Answered	**286**	264	233	286	133	101	208	263	**	**	**	**	**	**	133	**	**	**	**	**	**	**
Mean	**21.22**	18.86	23.20	21.22	28.56	20.12	22.44	21.27	**	**	**	**	**	**	28.58	**	**	**	**	**	**	**
			a		**abcef**																	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	***d**	***e**	a	***b**	c	a	***b**
Unweighted total	**358**	81	85	119	70	3	52	43	37	25	1	90	4	62	333	25
Weighted total	**335**	89	77	116	48	4	57	42	37	19	2	101	2	49	313	22
0-24%	**192**	47	40	73	31	**	28	**	**	**	**	41	**	27	184	**
	57%	*53%*	*52%*	*62%*	*65%*	**	*48%*	**	**	**	**	*40%*	**	*54%*	*59%*	**
25-49%	**50**	6	16	17	10	**	7	**	**	**	**	22	**	6	46	**
	15%	*6%*	*21%*	*15%*	*22%*	**	*12%*	**	**	**	**	*22%*	**	*12%*	*15%*	**
			a		a											
50-74%	**30**	9	4	12	2	**	7	**	**	**	**	10	**	7	25	**
	9%	*11%*	*6%*	*10%*	*4%*	**	*12%*	**	**	**	**	*10%*	**	*14%*	*8%*	**
75-100%	**15**	5	7	2	2	**	7	**	**	**	**	13	**	2	15	**
	5%	*5%*	*9%*	*2%*	*4%*	**	*12%*	**	**	**	**	*13%*	**	*4%*	*5%*	**
			c													
Don't know	**48**	22	10	12	3	**	9	**	**	**	**	16	**	8	43	**
	14%	*24%*	*13%*	*10%*	*5%*	**	*16%*	**	**	**	**	*16%*	**	*16%*	*14%*	**
		cd														
Answered	**286**	67	67	104	45	**	48	**	**	**	**	85	**	41	270	**
Mean	**21.22**	23.25	23.96	18.50	19.28	**	30.33	**	**	**	**	33.40	**	20.51	20.68	**
												c				

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**358**	354	4	119	39	350	8	117	41	104	315	54	1
Weighted total	**335**	332	3	120	37	327	8	120	37	97	292	39	1
0-24%	**192**	190	**	59	**	186	**	59	**	64	173	18	**
	57%	*57%*	**	*49%*	**	*57%*	**	*49%*	**	*65%* c	*59%*	*46%*	**
25-49%	**50**	50	**	22	**	50	**	22	**	16	44	6	**
	15%	*15%*	**	*18%*	**	*15%*	**	*18%*	**	*16%*	*15%*	*16%*	**
50-74%	**30**	30	**	12	**	30	**	12	**	2	25	2	**
	9%	*9%*	**	*10%*	**	*9%*	**	*10%*	**	*3%*	*9%* a	*6%*	**
75-100%	**15**	15	**	13	**	15	**	13	**	4	9	4	**
	5%	*5%*	**	*11%*	**	*5%*	**	*11%*	**	*4%*	*3%*	*9%* b	**
Don't know	**48**	46	**	15	**	46	**	15	**	11	41	9	**
	14%	*14%*	**	*12%*	**	*14%*	**	*12%*	**	*12%*	*14%*	*22%*	**
Answered	**286**	285	**	105	**	280	**	105	**	86	250	30	**
Mean	**21.22**	21.29	**	28.13	**	21.33	**	28.30	**	17.40	19.22	25.05 a	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**358**	100	255	37	-	111	106	42	1	332	281	137	265	358	14
Weighted total	**335**	98	237	37	-	114	103	36	*	306	266	138	244	335	9
0-24%	**192**	56	127	**	**	61	40	**	**	184	147	65	144	192	**
	57%	*57%*	*53%*	**	**	*54%*	*39%*	**	**	*60%*	*55%*	*47%*	*59%*	*57%*	**
						bc				c					
25-49%	**50**	21	36	**	**	22	17	**	**	47	42	26	42	50	**
	15%	*21%*	*15%*	**	**	*19%*	*16%*	**	**	*15%*	*16%*	*18%*	*17%*	*15%*	**
50-74%	**30**	5	27	**	**	10	15	**	**	25	27	14	10	30	**
	9%	*5%*	*11%*	**	**	*9%*	*14%*	**	**	*8%*	*10%*	*10%*	*4%*	*9%*	**
														a	
75-100%	**15**	6	13	**	**	7	12	**	**	9	15	13	4	15	**
	5%	*6%*	*6%*	**	**	*6%*	*11%*	**	**	*3%*	*6%*	*9%*	*2%*	*5%*	**
												a			
Don't know	**48**	11	35	**	**	14	20	**	**	42	35	20	43	48	**
	14%	*11%*	*15%*	**	**	*12%*	*19%*	**	**	*14%*	*13%*	*15%*	*18%*	*14%*	**
								a							
Answered	**286**	87	202	**	**	100	83	**	**	264	232	118	200	286	**
Mean	**21.22**	21.40	23.70	**	**	23.28	33.20	**	**	18.86	23.29	27.72	16.47	21.22	**
							a	a			a	a		a	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**358**	98	93	85	20	27	248	323	21	3	4	4	344	312	345	299	350
Weighted total	**335**	100	101	82	21	24	228	301	22	1	6	4	323	286	324	278	326
0-24%	**192**	44	40	51	**	**	129	173	**	**	**	**	188	168	189	157	186
	57%	*44%*	*39%*	*62%*	**	**	*56%*	*57%*	**	**	**	**	*58%*	*59%*	*58%*	*56%*	*57%*
				ab													
25-49%	**50**	19	21	12	**	**	37	43	**	**	**	**	47	44	47	44	50
	15%	*19%*	*21%*	*14%*	**	**	*16%*	*14%*	**	**	**	**	*14%*	*16%*	*14%*	*16%*	*15%*
50-74%	**30**	10	12	5	**	**	10	29	**	**	**	**	30	27	30	19	27
	9%	*10%*	*12%*	*6%*	**	**	*5%*	*10%*	**	**	**	**	*9%*	*9%*	*9%*	*7%*	*8%*
								a									
75-100%	**15**	6	8	4	**	**	9	13	**	**	**	**	13	9	13	15	15
	5%	*6%*	*8%*	*5%*	**	**	*4%*	*4%*	**	**	**	**	*4%*	*3%*	*4%*	*6%*	*5%*
Don't know	**48**	21	20	11	**	**	43	43	**	**	**	**	46	38	46	43	48
	14%	*21%*	*20%*	*13%*	**	**	*19%*	*14%*	**	**	**	**	*14%*	*13%*	*14%*	*15%*	*15%*
Answered	**286**	79	81	72	**	**	185	258	**	**	**	**	277	248	278	235	278
Mean	**21.22**	26.52	29.88	19.79	**	**	18.72	21.31	**	**	**	**	20.79	19.91	20.77	21.38	20.99
			c														

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	***d**	a	***b**	a	b	a	***b**	***a**	b	a	b	c
Unweighted total	**358**	235	347	101	7	309	11	58	300	62	3	19	56	53	237	67
Weighted total	**335**	215	324	96	5	287	15	60	274	67	6	20	58	48	217	69
0-24%	**192**	128	185	58	**	164	**	32	160	32	**	**	28	19	138	34
	57%	*60%*	*57%*	*60%*	**	*57%*	**	*53%*	*58%*	*47%*	**	**	*47%*	*40%*	*64%* **ac**	*50%*
25-49%	**50**	28	49	14	**	45	**	9	41	13	**	**	13	10	28	12
	15%	*13%*	*15%*	*14%*	**	*16%*	**	*15%*	*15%*	*20%*	**	**	*22%*	*21%*	*13%*	*17%*
50-74%	**30**	15	30	3	**	27	**	2	28	6	**	**	4	5	18	6
	9%	*7%*	*9%*	*4%*	**	*9%*	**	*3%*	*10%*	*9%*	**	**	*7%*	*11%*	*8%*	*9%*
75-100%	**15**	9	15	7	**	9	**	8	7	4	**	**	4	7	5	4
	5%	*4%*	*5%*	*7%*	**	*3%*	**	*13%* b	*3%*	*6%*	**	**	*7%*	*14%* b	*2%*	*6%*
Don't know	**48**	34	46	15	**	42	**	9	39	12	**	**	9	7	28	13
	14%	*16%*	*14%*	*15%*	**	*14%*	**	*15%*	*14%*	*18%*	**	**	*16%*	*14%*	*13%*	*19%*
Answered	**286**	181	279	82	**	245	**	51	235	55	**	**	49	42	189	56
Mean	**21.22**	19.80	21.56	20.48	**	19.99	**	26.34	20.12	25.90	**	**	25.26	31.57 b	18.27	23.48

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**358**	37	28	288	200	158
Weighted total	**335**	37	34	263	190	145
0-24%	**192**	**	**	154	94	98
	57%	**	**	*59%*	*49%*	*68%* a
25-49%	**50**	**	**	35	32	18
	15%	**	**	*13%*	*17%*	*13%*
50-74%	**30**	**	**	25	23	7
	9%	**	**	*9%*	*12%* b	*5%*
75-100%	**15**	**	**	14	11	5
	5%	**	**	*5%*	*6%*	*3%*
Don't know	**48**	**	**	36	31	17
	14%	** c	**	*14%*	*16%*	*12%*
Answered	**286**	**	**	227	159	127
Mean	**21.22**	**	**	20.96	25.19 b	16.28

Columns Tested: a,b,c - a,b

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	***b**	***c**	d	e	***f**	***g**	***h**	i	j	***k**	***l**
Unweighted total	**358**	47	25	28	36	37	14	20	22	46	35	25	23
Weighted total	**335**	46	29	22	32	44	11	13	16	49	26	25	22
0-24%	**192**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**50**	**	**	**	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**
											a		
50-74%	**30**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**15**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
		deij											
Don't know	**48**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**286**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**21.22**	**	**	**	**	**	**	**	**	**	**	**	**
		d											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**358**	100	87	88	83
Weighted total	**335**	97	87	77	73
0-24%	**192**	47	56	48	42
	57%	*48%*	*64%*	*62%*	*57%*
			a		
25-49%	**50**	11	12	12	14
	15%	*12%*	*13%*	*16%*	*20%*
50-74%	**30**	14	6	3	6
	9%	*15%*	*7%*	*4%*	*8%*
		c			
75-100%	**15**	11	-	2	2
	5%	*12%*	*-%*	*3%*	*3%*
		bcd			
Don't know	**48**	13	13	12	9
	14%	*14%*	*15%*	*15%*	*13%*
Answered	**286**	84	73	65	64
Mean	**21.22**	29.26	16.13	17.62	20.19
		bcd			

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 41

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)

Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	***a**	b	***c**	***d**	e
Unweighted total	**365**	120	131	65	49	-	245	12	35	25	21	57
Weighted total	**213**	183	16	7	6	-	30	16	32	26	14	17
0-24%	**70**	61	5	2	**	**	9	**	**	**	**	2
	33%	*34%*	*30%*	*30%*	**	**	*29%*	**	**	**	**	*15%*
									e			
25-49%	**18**	13	2	1	**	**	4	**	**	**	**	1
	8%	*7%*	*14%*	*19%*	**	**	*15%*	**	**	**	**	*4%*
				a			a					
50-74%	**32**	27	3	1	**	**	5	**	**	**	**	2
	15%	*15%*	*16%*	*8%*	**	**	*16%*	**	**	**	**	*9%*
					c				e			
75-100%	**76**	67	5	2	**	**	9	**	**	**	**	12
	35%	*36%*	*32%*	*30%*	**	**	*30%*	**	**	**	**	*71%*
												b
Don't know	**18**	15	1	1	**	**	3	**	**	**	**	*
	8%	*8%*	*7%*	*13%*	**	**	*10%*	**	**	**	**	*2%*
Answered	**195**	169	15	7	**	**	27	**	**	**	**	16
Mean	**51.45**	51.63	51.03	50.18	**	**	50.32	**	**	**	**	75.78
												b

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	h	*i	j	k	l	m
Unweighted total	365	27	14	44	9	25	54	22	31	24	250	34	35	46
Weighted total	213	25	15	43	8	15	35	14	18	13	186	7	8	12
0-24%	70	**	**	**	**	**	18	**	**	**	59	**	**	**
	33%	**	**	**	**	**	*53%*	**	**	**	*32%*	**	**	**
							cjkl							chjkl
25-49%	18	**	**	**	**	**	1	**	**	**	16	**	**	**
	8%	**	**	**	**	**	*2%*	**	**	**	*8%*	**	**	**
									fm				cfjkm	
50-74%	32	**	**	**	**	**	4	**	**	**	28	**	**	**
	15%	**	**	**	**	**	*12%*	**	**	**	*15%*	**	**	**
75-100%	76	**	**	**	**	**	8	**	**	**	67	**	**	**
	35%	**	**	**	**	**	*23%*	**	**	**	*36%*	**	**	**
				f										
Don't know	18	**	**	**	**	**	4	**	**	**	17	**	**	**
	8%	**	**	**	**	**	*11%*	**	**	**	*9%*	**	**	**
				m			m				m			
Answered	195	**	**	**	**	**	31	**	**	**	169	**	**	**
Mean	51.45	**	**	**	**	**	37.82	**	**	**	52.03	**	**	**
				fjm					f		fm		f	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	h	*i	j	k	l	m
Unweighted total	365	31	8	46	10	25	48	19	33	26	246	36	37	46
Weighted total	213	25	10	43	9	13	40	13	18	15	186	7	8	12
0-24%	70	**	**	**	**	**	**	**	**	**	59	**	**	**
	33%	**	**	**	**	**	**	**	**	**	*32%*	**	**	**
		cjl					cl							chjkl
25-49%	18	**	**	**	**	**	**	**	**	**	15	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
									m				cfjkm	
50-74%	32	**	**	**	**	**	**	**	**	**	28	**	**	**
	15%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
75-100%	76	**	**	**	**	**	**	**	**	**	67	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*36%*	**	**	**
Don't know	18	**	**	**	**	**	**	**	**	**	17	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
				m			hm				m			
Answered	195	**	**	**	**	**	**	**	**	**	168	**	**	**
Mean	51.45	**	**	**	**	**	**	**	**	**	51.99	**	**	**
				fjm										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	**365**	6	39	8	29	68	2	26	180	280	85	313	52	362	3
Weighted total	**213**	1	20	1	14	53	*	14	105	174	39	185	28	212	1
0-24%	**70**	**	**	**	**	19	**	**	39	59	11	61	9	70	**
	33%	**	**	**	**	*36%*	**	**	*37%*	*34%*	*28%*	*33%*	*34%*	*33%*	**
25-49%	**18**	**	**	**	**	1	**	**	16	17	1	16	2	17	**
	8%	**	**	**	**	*2%*	**	**	*15%*	*10%*	*2%*	*9%*	*5%*	*8%*	**
									be	b					
50-74%	**32**	**	**	**	**	8	**	**	14	20	12	29	3	32	**
	15%	**	**	**	**	*15%*	**	**	*13%*	*12%*	*30%*	*15%*	*12%*	*15%*	**
											a				
75-100%	**76**	**	**	**	**	21	**	**	31	62	13	63	13	75	**
	35%	**	**	**	**	*40%*	**	**	*29%*	*36%*	*34%*	*34%*	*45%*	*36%*	**
Don't know	**18**	**	**	**	**	4	**	**	5	15	2	17	1	18	**
	8%	**	**	**	**	*7%*	**	**	*5%*	*9%*	*6%*	*9%*	*3%*	*8%*	**
Answered	**195**	**	**	**	**	49	**	**	100	158	37	169	27	194	**
Mean	**51.45**	**	**	**	**	52.56	**	**	45.69	51.46	51.43	50.21	59.21	51.45	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**365**	149	85	130	147	184	28	3	3	-	-	-	331	34	11	136	218
Weighted total	**213**	65	65	81	100	101	12	*	*	-	-	-	201	12	5	95	114
0-24%	**70**	22	23	25	45	20	**	**	**	**	**	**	65	**	**	44	25
	33%	*34%*	*35%*	*31%*	*45%*	*19%*	**	**	**	**	**	**	*32%*	**	**	*46%*	*22%*
					bi								b	b		c	
25-49%	**18**	7	3	8	7	10	**	**	**	**	**	**	17	**	**	6	11
	8%	*10%*	*5%*	*10%*	*7%*	*10%*	**	**	**	**	**	**	*9%*	**	**	*7%*	*10%*
50-74%	**32**	9	9	15	11	18	**	**	**	**	**	**	29	**	**	9	21
	15%	*13%*	*13%*	*18%*	*12%*	*17%*	**	**	**	**	**	**	*14%*	**	**	*10%*	*18%*
																	b
75-100%	**76**	23	27	24	29	43	**	**	**	**	**	**	72	**	**	29	47
	35%	*35%*	*41%*	*30%*	*29%*	*43%*	**	**	**	**	**	**	*36%*	**	**	*30%*	*41%*
						a											b
Don't know	**18**	5	4	9	7	10	**	**	**	**	**	**	18	**	**	7	10
	8%	*8%*	*6%*	*11%*	*7%*	*10%*	**	**	**	**	**	**	*9%*	**	**	*7%*	*9%*
Answered	**195**	60	62	72	92	91	**	**	**	**	**	**	183	**	**	88	103
Mean	**51.45**	49.64	54.45	49.20	43.86	60.21	**	**	**	**	**	**	51.97	**	**	43.74	58.24
						aij							a				b

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**365**	352	318	365	211	197	295	266	42	25	24	4	4	-	199	5	3	3	1	-	-	1
Weighted total	**213**	200	188	213	126	109	161	167	22	13	8	1	3	-	122	3	1	*	*	-	-	*
0-24%	**70**	68	58	70	36	37	52	50	**	**	**	**	**	**	35	**	**	**	**	**	**	**
	33%	*34%*	*31%*	*33%*	*28%*	*34%*	*32%*	*30%*	**	**	**	**	**	**	*28%*	**	**	**	**	**	**	**
									a													
25-49%	**18**	17	17	18	6	9	17	16	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	8%	*9%*	*9%*	*8%*	*5%*	*9%*	*10%*	*9%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
							d															
50-74%	**32**	30	31	32	22	7	21	27	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	15%	*15%*	*17%*	*15%*	*18%*	*7%*	*13%*	*16%*	**	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
		e	e	e	e		e															
75-100%	**76**	72	64	76	50	46	54	60	**	**	**	**	**	**	49	**	**	**	**	**	**	**
	35%	*36%*	*34%*	*35%*	*40%*	*42%*	*34%*	*36%*	**	**	**	**	**	**	*40%*	**	**	**	**	**	**	**
						f																
Don't know	**18**	12	17	18	12	9	17	15	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	8%	*6%*	*9%*	*8%*	*10%*	*8%*	*11%*	*9%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
							a															
Answered	**195**	187	171	195	114	100	144	152	**	**	**	**	**	**	112	**	**	**	**	**	**	**
Mean	**51.45**	51.09	51.61	51.45	55.41	54.01	50.53	51.96	**	**	**	**	**	**	55.54	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	365	17	45	119	180	4	50	42	67	48	4	106	13	89	331	34
Weighted total	213	9	35	83	81	6	37	20	35	32	2	67	7	50	199	14
0-24%	70	**	**	30	27	**	**	**	8	**	**	22	**	12	64	**
	33%	**	**	*36%*	*33%*	**	**	**	*24%*	**	**	*33%*	**	*24%*	*32%*	**
25-49%	18	**	**	5	11	**	**	**	1	**	**	2	**	4	17	**
	8%	**	**	*6%*	*14%*	**	**	**	*2%*	**	**	*3%*	**	*8%*	*9%*	**
					bc											
50-74%	32	**	**	6	17	**	**	**	7	**	**	9	**	11	29	**
	15%	**	**	*7%*	*21%*	**	**	**	*20%*	**	**	*13%*	**	*22%*	*15%*	**
			c		c			ad								
75-100%	76	**	**	34	20	**	**	**	11	**	**	25	**	20	70	**
	35%	**	**	*41%*	*25%*	**	**	**	*30%*	**	**	*37%*	**	*41%*	*35%*	**
				d			b			bc						
Don't know	18	**	**	8	6	**	**	**	8	**	**	9	**	3	18	**
	8%	**	**	*10%*	*7%*	**	**	**	*24%*	**	**	*14%*	**	*5%*	*9%*	**
									abd			c				
Answered	195	**	**	75	75	**	**	**	26	**	**	57	**	47	181	**
Mean	51.45	**	**	53.25	46.70	**	**	**	54.67	**	**	52.65	**	56.11	51.74	**
										b						

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**365**	363	2	162	49	357	8	158	53	99	340	85	-
Weighted total	**213**	212	1	100	26	210	4	96	30	44	197	32	-
0-24%	**70**	70	**	26	**	68	**	24	12	16	68	10	**
	33%	*33%*	**	*26%*	**	*33%*	**	*25%*	*40%* a	*35%*	*35%*	*31%*	**
25-49%	**18**	18	**	6	**	17	**	6	*	1	17	2	**
	8%	*8%*	**	*6%*	**	*8%*	**	*6%*	*2%*	*3%*	*9%*	*5%*	**
50-74%	**32**	31	**	18	**	31	**	18	5	9	30	3	**
	15%	*15%*	**	*18%*	**	*15%*	**	*18%*	*15%*	*20%*	*15%*	*11%*	**
75-100%	**76**	75	**	41	**	75	**	39	11	14	69	16	**
	35%	*35%*	**	*41%*	**	*36%*	**	*41%*	*36%*	*31%*	*35%*	*50%* ab	**
Don't know	**18**	18	**	10	**	18	**	10	2	5	12	1	**
	8%	*8%*	**	*10%*	**	*8%*	**	*10%*	*8%*	*11%* c	*6%*	*2%*	**
Answered	**195**	194	**	90	**	192	**	86	28	39	184	31	**
Mean	**51.45**	51.26	**	57.53	**	51.64	**	57.96	47.40	46.99	50.76	58.40 a	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**365**	91	297	57	-	125	160	53	2	351	317	191	365	280	20
Weighted total	**213**	45	182	26	-	81	98	31	*	200	188	119	213	158	6
0-24%	**70**	13	57	6	**	21	28	11	**	68	58	35	70	70	**
	33%	*28%*	*31%*	*23%*	**	*26%*	*29%*	*35%*	**	*34%*	*31%*	*30%*	*33%*	*44%* a	**
25-49%	**18**	2	17	4	**	5	5	1	**	17	17	6	18	15	**
	8%	*4%*	*9%*	*16%* a	**	*6%*	*5%*	*4%*	**	*9%*	*9%*	*5%*	*8%*	*10%*	**
50-74%	**32**	8	31	2	**	16	15	4	**	30	31	20	32	30	**
	15%	*18%*	*17%*	*9%*	**	*20%*	*15%*	*14%*	**	*15%*	*17%*	*17%*	*15%*	*19%*	**
75-100%	**76**	13	60	11	**	31	38	13	**	72	64	46	76	29	**
	35%	*29%*	*33%*	*44%*	**	*38%*	*39%*	*41%*	**	*36%*	*34%*	*38%*	*35%* b	*18%*	**
Don't know	**18**	10	17	2	**	8	12	2	**	12	17	12	18	14	**
	8%	*22%* bc	*10%*	*8%*	**	*10%*	*12%*	*6%*	**	*6%*	*9%*	*10%*	*8%*	*9%*	**
Answered	**195**	35	165	23	**	73	86	29	**	187	171	106	195	143	**
Mean	**51.45**	49.68	50.98	58.85	**	54.03	55.49	53.27	**	51.08	51.61	54.00	51.45 b	36.65	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**365**	155	105	83	29	34	337	274	23	1	8	-	361	346	364	328	362
Weighted total	**213**	93	58	45	20	23	200	155	12	2	3	-	211	201	213	186	213
0-24%	**70**	24	26	9	**	**	65	67	**	**	**	**	70	69	70	61	70
	33%	*26%*	*44%*	*19%*	**	**	*32%*	*44%*	**	**	**	**	*33%*	*34%*	*33%*	*33%*	*33%*
			ac			c		a									
25-49%	**18**	5	5	2	**	**	17	15	**	**	**	**	18	17	18	13	18
	8%	*6%*	*9%*	*4%*	**	**	*9%*	*10%*	**	**	**	**	*8%*	*9%*	*8%*	*7%*	*8%*
50-74%	**32**	16	9	8	**	**	30	29	**	**	**	**	32	32	32	30	32
	15%	*17%*	*15%*	*18%*	**	**	*15%*	*19%*	**	**	**	**	*15%*	*16%*	*15%*	*16%*	*15%*
75-100%	**76**	36	10	21	**	**	71	31	**	**	**	**	73	67	76	67	75
	35%	*38%*	*17%*	*45%*	**	**	*36%*	*20%*	**	**	**	**	*35%*	*33%*	*35%*	*36%*	*35%*
		b		b		b	b										
Don't know	**18**	12	8	6	**	**	17	12	**	**	**	**	18	16	18	16	18
	8%	*13%*	*14%*	*14%*	**	**	*9%*	*8%*	**	**	**	**	*8%*	*8%*	*8%*	*8%*	*8%*
Answered	**195**	81	50	39	**	**	183	143	**	**	**	**	193	185	195	171	195
Mean	**51.45**	55.46	36.24	62.00	**	**	51.90	38.08	**	**	**	**	51.16	49.93	51.43	51.78	51.41
		b		b			b										

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	**365**	230	355	117	4	297	8	73	292	76	2	21	73	62	223	77
Weighted total	**213**	129	205	53	1	165	7	46	167	43	*	10	37	47	125	41
0-24%	**70**	45	67	16	**	62	**	22	48	15	**	**	10	12	40	18
	33%	*35%*	*33%*	*31%*	**	*38%*	**	*49%* b	*29%*	*34%*	**	**	*27%*	*26%*	*32%*	*43%* a
25-49%	**18**	6	16	2	**	14	**	1	17	1	**	**	1	4	6	8
	8%	*4%*	*8%*	*4%*	**	*9%*	**	*2%*	*10%* a	*3%*	**	**	*3%*	*8%*	*5%*	*19%* b
50-74%	**32**	20	32	10	**	24	**	11	21	8	**	**	8	11	18	3
	15%	*15%*	*16%*	*20%*	**	*14%*	**	*23%* b	*13%*	*18%*	**	**	*22%*	*23%* c	*14%*	*8%*
75-100%	**76**	46	73	22	**	53	**	11	64	15	**	**	13	14	50	12
	35%	*36%*	*35%*	*41%*	**	*32%*	**	*25%*	*38%* a	*35%*	**	**	*36%*	*30%*	*40%*	*29%*
Don't know	**18**	13	18	2	**	11	**	*	17	4	**	**	4	6	11	*
	8%	*10%*	*9%*	*4%*	**	*7%*	**	*1%*	*10%* a	*10%*	**	**	*12%*	*13%* c	*9%* c	*1%*
Answered	**195**	116	188	50	**	153	**	45	150	38	**	**	33	41	113	41
Mean	**51.45**	51.03	51.45	55.07	**	47.99	**	42.12	54.27 a	49.94	**	**	53.60	52.11	54.43 c	42.53

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**365**	34	24	300	217	148
Weighted total	**213**	18	14	180	125	88
0-24%	**70**	**	**	63	45	26
	33%	**	**	*35%*	*36%*	*29%*
				a		
25-49%	**18**	**	**	17	13	5
	8%	**	**	*9%*	*10%*	*6%*
50-74%	**32**	**	**	22	19	13
	15%	**	**	*12%*	*15%*	*15%*
		c				
75-100%	**76**	**	**	69	43	33
	35%	**	**	*38%*	*34%*	*37%*
				a		
Don't know	**18**	**	**	10	7	11
	8%	**	**	*5%*	*5%*	*13%*
		c				a
Answered	**195**	**	**	170	119	77
Mean	**£1.45**	**	**	52.04	49.71	54.15

Columns Tested: a,b,c - a,b

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	*c	d	e	*f	g	*h	*i	j	*k	l
Unweighted total	**365**	42	18	26	54	31	22	37	24	28	30	23	30
Weighted total	**213**	28	9	11	38	23	14	20	11	17	18	10	12
0-24%	**70**	**	**	**	10	**	**	**	**	**	**	**	**
	33%	**	**	**	*27%*	**	**	**	**	**	**	**	**
		e									e		**de**
25-49%	**18**	**	**	**	*	**	**	**	**	**	**	**	**
	8%	**	**	**	*1%*	**	**	**	**	**	**	**	**
								d			**adl**		
50-74%	**32**	**	**	**	11	**	**	**	**	**	**	**	**
	15%	**	**	**	*30%*	**	**	**	**	**	**	**	**
					aj	j							j
75-100%	**76**	**	**	**	12	**	**	**	**	**	**	**	**
	35%	**	**	**	*33%*	**	**	**	**	**	**	**	**
		gl			l	l					l		
Don't know	**18**	**	**	**	4	**	**	**	**	**	**	**	**
	8%	**	**	**	*10%*	**	**	**	**	**	**	**	**
Answered	**195**	**	**	**	34	**	**	**	**	**	**	**	**
Mean	**51.45**	**	**	**	53.00	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**365**	86	107	89	83
Weighted total	**213**	49	75	48	41
0-24%	**70**	19	18	16	17
	33%	*40%*	*24%*	*32%*	*42%*
		b			b
25-49%	**18**	1	5	4	7
	8%	*2%*	*7%*	*8%*	*18%*
					ab
50-74%	**32**	5	18	4	6
	15%	*9%*	*24%*	*8%*	*14%*
			ac		
75-100%	**76**	21	28	19	8
	35%	*44%*	*37%*	*39%*	*18%*
		d	d	d	
Don't know	**18**	3	6	6	3
	8%	*6%*	*8%*	*12%*	*8%*
Answered	**195**	46	69	42	38
Mean	**51.45**	52.48	55.45	55.38	38.48
		d	d	d	

Columns Tested: a,b,c,d

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	***a**	b	***c**	***d**	e
Unweighted total	**333**	111	119	58	45	-	222	17	39	17	16	52
Weighted total	**187**	160	15	7	6	-	27	23	34	22	9	15
0-24%	**32**	26	3	1	**	**	5	**	**	**	**	5
	17%	*16%*	*23%*	*21%*	**	**	*20%*	**	**	**	**	*35%*
25-49%	**16**	14	1	1	**	**	2	**	**	**	**	1
	9%	*9%*	*7%*	*11%*	**	**	*8%*	**	**	**	**	*4%*
									e			
50-74%	**30**	25	3	1	**	**	5	**	**	**	**	2
	16%	*16%*	*19%*	*16%*	**	**	*20%*	**	**	**	**	*11%*
75-100%	**97**	85	6	3	**	**	11	**	**	**	**	7
	52%	*53%*	*43%*	*42%*	**	**	*42%*	**	**	**	**	*48%*
		f										
Don't know	**12**	10	1	1	**	**	3	**	**	**	**	*
	7%	*6%*	*9%*	*10%*	**	**	*10%*	**	**	**	**	*2%*
Answered	**175**	150	13	6	**	**	24	**	**	**	**	14
Mean	**64.95**	65.83	58.38	59.42	**	**	59.51	**	**	**	**	59.02

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	333	24	14	26	7	18	47	23	25	26	210	36	34	53
Weighted total	187	22	13	29	4	11	36	15	12	16	158	8	8	13
0-24%	32	**	**	**	**	**	**	**	**	**	26	**	**	2
	17%	**	**	**	**	**	**	**	**	**	*17%*	**	**	*18%*
25-49%	16	**	**	**	**	**	**	**	**	**	13	**	**	1
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	*5%*
												jm		
50-74%	30	**	**	**	**	**	**	**	**	**	27	**	**	2
	16%	**	**	**	**	**	**	**	**	**	*17%*	**	**	*12%*
75-100%	97	**	**	**	**	**	**	**	**	**	80	**	**	8
	52%	**	**	**	**	**	**	**	**	**	*51%*	**	**	*64%*
Don't know	12	**	**	**	**	**	**	**	**	**	12	**	**	-
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	*-%*
											m			
Answered	175	**	**	**	**	**	**	**	**	**	146	**	**	13
Mean	64.95	**	**	**	**	**	**	**	**	**	65.02	**	**	68.01

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	333	29	10	27	8	19	42	18	27	27	207	38	35	53
Weighted total	187	24	11	27	5	9	39	11	14	18	157	9	8	13
0-24%	32	**	**	**	**	**	**	**	**	**	26	**	**	2
	17%	**	**	**	**	**	**	**	**	**	*16%*	**	**	*18%*
25-49%	16	**	**	**	**	**	**	**	**	**	13	**	**	1
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	*5%*
												jm		
50-74%	30	**	**	**	**	**	**	**	**	**	27	**	**	2
	16%	**	**	**	**	**	**	**	**	**	*17%*	**	**	*12%*
75-100%	97	**	**	**	**	**	**	**	**	**	80	**	**	8
	52%	**	**	**	**	**	**	**	**	**	*51%*	**	**	*64%*
Don't know	12	**	**	**	**	**	**	**	**	**	12	**	**	-
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	*-%*
							m				m			
Answered	175	**	**	**	**	**	**	**	**	**	146	**	**	13
Mean	64.95	**	**	**	**	**	**	**	**	**	65.11	**	**	68.01

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	333	7	39	7	16	67	-	18	171	243	90	299	34	330	3
Weighted total	187	1	19	1	5	51	-	13	92	146	41	169	17	184	3
0-24%	32	**	**	**	**	8	**	**	15	21	10	28	**	32	**
	17%	**	**	**	**	*16%*	**	**	*16%*	*15%*	*25%* a	*16%*	**	*17%*	**
25-49%	16	**	**	**	**	4	**	**	8	13	3	16	**	16	**
	9%	**	**	**	**	*9%*	**	**	*9%*	*9%*	*7%*	*9%*	**	*9%*	**
50-74%	30	**	**	**	**	6	**	**	16	21	9	26	**	30	**
	16%	**	**	**	**	*12%*	**	**	*18%*	*14%*	*22%*	*15%*	**	*16%*	**
75-100%	97	**	**	**	**	30	**	**	49	78	18	88	**	95	**
	52%	**	**	**	**	*59%*	**	**	*54%*	*54%*	*44%*	*52%*	**	*51%*	**
Don't know	12	**	**	**	**	2	**	**	3	12	*	12	**	12	**
	7%	**	**	**	**	*4%*	**	**	*4%*	*8%* b	*1%*	*7%*	**	*7%*	**
			h												
Answered	175	**	**	**	**	49	**	**	88	134	41	158	**	172	**
Mean	64.95	**	**	**	**	67.15	**	**	65.82	66.50	59.91	65.79	**	64.63	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**333**	128	81	123	126	175	29	2	1	-	-	-	301	32	11	115	207
Weighted total	**187**	60	56	70	91	85	10	*	*	-	-	-	176	11	9	82	96
0-24%	**32**	8	17	5	13	18	**	**	**	**	**	**	31	**	**	12	19
	17%	*13%*	*30%*	*7%*	*14%*	*21%*	**	**	**	**	**	**	*17%*	**	**	*15%*	*20%*
			ac														
25-49%	**16**	1	7	8	8	6	**	**	**	**	**	**	14	**	**	8	8
	9%	*2%*	*12%*	*11%*	*9%*	*7%*	**	**	**	**	**	**	*8%*	**	**	*10%*	*9%*
			a	a										**bi**			
50-74%	**30**	12	3	15	10	20	**	**	**	**	**	**	29	**	**	7	21
	16%	*20%*	*6%*	*22%*	*11%*	*23%*	**	**	**	**	**	**	*17%*	**	**	*9%*	*22%*
		b		b		a											b
75-100%	**97**	36	25	36	57	33	**	**	**	**	**	**	90	**	**	52	39
	52%	*60%*	*44%*	*52%*	*63%*	*39%*	**	**	**	**	**	**	*51%*	**	**	*63%*	*41%*
		b			**bi**								b	b		c	
Don't know	**12**	3	4	5	4	9	**	**	**	**	**	**	12	**	**	3	9
	7%	*5%*	*7%*	*8%*	*4%*	*10%*	**	**	**	**	**	**	*7%*	**	**	*4%*	*9%*
						a											
Answered	**175**	57	52	65	87	76	**	**	**	**	**	**	164	**	**	79	87
Mean	**64.95**	71.75	54.80	68.92	69.48	59.62	**	**	**	**	**	**	64.88	**	**	68.22	60.43
		b		b	b											c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	***c**	d	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**333**	323	276	333	188	179	273	233	40	22	30	4	4	-	179	3	3	2	-	1	-	1
Weighted total	**187**	177	155	187	103	82	141	146	18	11	11	1	1	-	101	1	1	*	-	*	-	*
0-24%	**32**	30	26	32	21	18	19	25	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	17%	*17%*	*17%*	*17%*	*20%*	*22%*	*14%*	*17%*	**	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
						f		b														
25-49%	**16**	16	16	16	8	4	12	11	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	9%	*9%*	*10%*	*9%*	*7%*	*4%*	*8%*	*8%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
			e								a											
50-74%	**30**	28	29	30	20	13	23	28	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	16%	*16%*	*19%*	*16%*	*19%*	*15%*	*16%*	*19%*	**	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
								b														
75-100%	**97**	95	72	97	46	42	76	70	**	**	**	**	**	**	44	**	**	**	**	**	**	**
	52%	*53%*	*47%*	*52%*	*45%*	*52%*	*54%*	*48%*	**	**	**	**	**	**	*44%*	**	**	**	**	**	**	**
									a													
Don't know	**12**	9	12	12	9	5	12	12	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	7%	*5%*	*8%*	*7%*	*8%*	*7%*	*8%*	*8%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
Answered	**175**	169	143	175	95	77	130	134	**	**	**	**	**	**	92	**	**	**	**	**	**	**
Mean	**64.95**	65.41	62.12	64.95	60.92	62.06	67.24	64.28	**	**	**	**	**	**	60.67	**	**	**	**	**	**	**
							d															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	333	18	40	100	173	2	44	37	60	46	1	96	13	77	303	30
Weighted total	187	12	31	65	78	2	29	16	32	26	*	58	6	40	171	16
0-24%	32	**	**	13	7	**	**	**	7	**	**	9	**	12	28	**
	17%	**	**	*21%*	*9%*	**	**	**	*21%*	**	**	*15%*	**	*30%*	*17%*	**
			d	d			bd		b					a		
25-49%	16	**	**	4	11	**	**	**	4	**	**	2	**	4	15	**
	9%	**	**	*6%*	*15%*	**	**	**	*13%*	**	**	*4%*	**	*11%*	*9%*	**
					bc			ad	ad							
50-74%	30	**	**	5	17	**	**	**	3	**	**	8	**	10	27	**
	16%	**	**	*7%*	*22%*	**	**	**	*10%*	**	**	*14%*	**	*25%*	*16%*	**
			c		c			c								
75-100%	97	**	**	38	36	**	**	**	12	**	**	33	**	11	88	**
	52%	**	**	*59%*	*47%*	**	**	**	*37%*	**	**	*57%*	**	*28%*	*51%*	**
				d						ac		c				
Don't know	12	**	**	5	5	**	**	**	6	**	**	6	**	3	12	**
	7%	**	**	*7%*	*7%*	**	**	**	*20%*	**	**	*10%*	**	*6%*	*7%*	**
									ab							
Answered	175	**	**	60	72	**	**	**	26	**	**	52	**	37	159	**
Mean	64.95	**	**	66.25	65.00	**	**	**	57.59	**	**	69.89	**	48.76	64.58	**
								a		ac		c				

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**333**	332	1	145	43	328	5	141	47	87	314	73	-
Weighted total	**187**	186	1	77	26	183	4	75	28	39	175	24	-
0-24%	**32**	32	**	17	**	32	**	17	**	11	29	7	**
	17%	*17%*	**	*23%*	**	*17%*	**	*23%*	**	*27%* b	*17%*	*28%* b	**
25-49%	**16**	16	**	7	**	15	**	7	**	6	16	5	**
	9%	*8%*	**	*9%*	**	*8%*	**	*10%*	**	*15%*	*9%*	*22%* b	**
50-74%	**30**	30	**	15	**	30	**	15	**	6	28	1	**
	16%	*16%*	**	*20%*	**	*17%*	**	*20%*	**	*15%*	*16%* c	*6%*	**
75-100%	**97**	97	**	31	**	93	**	29	**	12	93	10	**
	52%	*52%*	**	*40%*	** a	*51%*	**	*39%*	** a	*31%*	*53%* a	*41%*	**
Don't know	**12**	12	**	6	**	12	**	6	**	5	9	1	**
	7%	*7%*	**	*8%*	**	*7%*	**	*8%*	**	*12%* bc	*5%*	*3%*	**
Answered	**175**	174	**	71	**	170	**	68	**	34	166	23	**
Mean	**64.95**	65.08	**	56.68	** a	64.48	**	55.86	** a	49.48	65.09 ac	52.55	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**333**	74	262	48	-	107	148	46	2	322	275	172	277	333	21
Weighted total	**187**	38	149	21	-	69	76	24	*	177	154	99	155	187	7
0-24%	**32**	10	26	**	**	18	16	**	**	29	26	20	30	32	**
	17%	*26%*	*17%*	**	**	*26%*	*21%*	**	**	*17%*	*17%*	*20%*	*19%*	*17%*	**
25-49%	**16**	8	16	**	**	7	6	**	**	16	16	8	16	16	**
	9%	*20%*	*11%*	**	**	*10%*	*7%*	**	**	*9%*	*10%*	*8%*	*10%*	*9%*	**
		b		b											
50-74%	**30**	3	28	**	**	14	14	**	**	28	29	17	30	30	**
	16%	*8%*	*19%*	**	**	*21%*	*18%*	**	**	*16%*	*19%*	*18%*	*19%*	*16%*	**
			a												
75-100%	**97**	12	67	**	**	24	32	**	**	95	72	45	66	97	**
	52%	*30%*	*45%*	**	**	*35%*	*43%*	**	**	*53%*	*47%*	*46%*	*43%*	*52%*	**
			ac					a						a	
Don't know	**12**	6	12	**	**	6	8	**	**	9	12	8	12	12	**
	7%	*16%*	*8%*	**	**	*9%*	*11%*	**	**	*5%*	*8%*	*9%*	*8%*	*7%*	**
		b													
Answered	**175**	32	137	**	**	62	67	**	**	168	143	90	143	175	**
Mean	**64.95**	48.57	61.13	**	**	54.95	59.86	**	**	65.48	62.12	61.54	58.26	64.95	**
			ac					a						a	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**333**	127	115	70	23	30	261	318	27	-	5	-	330	314	333	295	330
Weighted total	**187**	70	61	33	15	17	151	177	14	-	3	-	185	175	187	158	186
0-24%	**32**	19	9	9	**	**	30	30	**	**	**	**	30	28	32	31	32
	17%	*27%*	*15%*	*26%*	**	**	*20%*	*17%*	**	**	**	**	*16%*	*16%*	*17%*	*19%*	*17%*
		b															
25-49%	**16**	7	5	4	**	**	16	15	**	**	**	**	16	16	16	14	16
	9%	*10%*	*8%*	*13%*	**	**	*11%*	*9%*	**	**	**	**	*9%*	*9%*	*9%*	*9%*	*9%*
50-74%	**30**	13	9	5	**	**	28	30	**	**	**	**	30	30	30	25	30
	16%	*19%*	*14%*	*15%*	**	**	*18%*	*17%*	**	**	**	**	*16%*	*17%*	*16%*	*16%*	*16%*
		e	e	e													
75-100%	**97**	22	33	10	**	**	66	93	**	**	**	**	96	90	97	76	96
	52%	*32%*	*53%*	*32%*	**	**	*43%*	*53%*	**	**	**	**	*52%*	*51%*	*52%*	*48%*	*52%*
			ac			**ac**		a									
Don't know	**12**	8	6	5	**	**	12	8	**	**	**	**	12	11	12	12	12
	7%	*12%*	*10%*	*14%*	**	**	*8%*	*5%*	**	**	**	**	*7%*	*6%*	*7%*	*8%*	*7%*
Answered	**175**	62	55	29	**	**	139	168	**	**	**	**	172	165	175	146	174
Mean	**64.95**	51.25	67.25	52.14	**	**	58.88	65.13	**	**	**	**	65.47	64.63	64.95	61.66	64.88
			ac					a									

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	**333**	205	328	108	4	274	9	64	269	69	2	20	63	53	202	74
Weighted total	**187**	110	183	43	1	149	7	39	148	38	*	11	31	40	105	41
0-24%	**32**	21	31	9	**	21	**	8	23	5	**	**	4	8	17	6
	17%	*20%*	*17%*	*21%*	**	*14%*	**	*22%*	*16%*	*14%*	**	**	*13%*	*21%*	*16%*	*15%*
25-49%	**16**	10	16	8	**	14	**	5	12	4	**	**	4	4	11	1
	9%	*9%*	*8%*	*19%*	**	*9%*	**	*12%*	*8%*	*10%*	**	**	*12%*	*10%*	*10%*	*2%*
				ab										c	c	
50-74%	**30**	14	30	8	**	24	**	4	26	8	**	**	8	10	14	6
	16%	*13%*	*16%*	*19%*	**	*16%*	**	*12%*	*17%*	*20%*	**	**	*25%*	*25%*	*13%*	*15%*
														b		
75-100%	**97**	57	94	16	**	81	**	21	75	19	**	**	13	15	54	27
	52%	*52%*	*51%*	*36%*	**	*54%*	**	*54%*	*51%*	*50%*	**	**	*42%*	*38%*	*51%*	*67%*
		c	c													**ab**
Don't know	**12**	8	12	2	**	10	**	*	12	3	**	**	3	2	9	*
	7%	*7%*	*7%*	*5%*	**	*6%*	**	*1%*	*8%*	*7%*	**	**	*8%*	*6%*	*9%*	*1%*
									a						c	
Answered	**175**	102	171	41	**	140	**	38	136	35	**	**	29	38	96	41
Mean	**64.95**	62.97	64.98	53.31	**	67.02	**	60.60	66.18	67.14	**	**	63.02	58.17	64.79	71.63
		c	c													a

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**333**	35	20	271	197	136
Weighted total	**187**	22	11	151	108	79
0-24%	**32**	**	**	26	15	16
	17%	**	**	*17%*	*14%*	*21%*
25-49%	**16**	**	**	15	10	6
	9%	**	**	*10%*	*9%*	*7%*
50-74%	**30**	**	**	20	18	13
	16%	**	**	*13%*	*16%*	*16%*
		c				
75-100%	**97**	**	**	82	60	36
	52%	**	**	*54%*	*56%*	*46%*
				a		
Don't know	**12**	**	**	8	5	8
	7%	**	**	*5%*	*4%*	*10%*
						a
Answered	**175**	**	**	143	104	71
Mean	**£4.95**	**	**	65.29	67.32	61.50

Columns Tested: a,b,c - a,b

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	***b**	c	d	***e**	***f**	g	***h**	***i**	***j**	***k**	***l**
Unweighted total	**333**	35	16	31	55	24	21	32	22	22	24	23	28
Weighted total	**187**	19	7	17	36	13	11	17	7	15	16	16	12
0-24%	**32**	**	**	**	8	**	**	**	**	**	**	**	**
	17%	**	**	**	*23%*	**	**	**	**	**	**	**	**
25-49%	**16**	**	**	**	4	**	**	**	**	**	**	**	**
	9%	**	**	**	*11%*	**	**	**	**	**	**	**	**
								ac					
50-74%	**30**	**	**	**	8	**	**	**	**	**	**	**	**
	16%	**	**	**	*21%*	**	**	**	**	**	**	**	**
		c			**cg**								
75-100%	**97**	**	**	**	14	**	**	**	**	**	**	**	**
	52%	**	**	**	*40%*	**	**	**	**	**	**	**	**
		d		d									
Don't know	**12**	**	**	**	2	**	**	**	**	**	**	**	**
	7%	**	**	**	*5%*	**	**	**	**	**	**	**	**
Answered	**175**	**	**	**	34	**	**	**	**	**	**	**	**
Mean	**64.95**	**	**	**	57.56	**	**	**	**	**	**	**	**
		d											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters.)
Base: All who use RM to send letters or large letters (QV6a2=1-2) using a RM specific service (QV6d= 1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**333**	82	100	76	75
Weighted total	**187**	43	60	39	44
0-24%	**32**	5	12	10	5
	17%	*12%*	*19%*	*25%*	*12%*
				ad	
25-49%	**16**	*	7	6	3
	9%	*1%*	*11%*	*14%*	*7%*
			a	a	a
50-74%	**30**	5	14	2	9
	16%	*12%*	*23%*	*5%*	*21%*
			c		c
75-100%	**97**	30	25	18	23
	52%	*69%*	*42%*	*46%*	*52%*
		bcd			
Don't know	**12**	3	3	4	3
	7%	*6%*	*4%*	*10%*	*7%*
Answered	**175**	40	58	35	41
Mean	**64.95**	77.29	59.26	55.54	68.96
		bc			c

Columns Tested: a,b,c,d

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1510**	925	369	130	86	-	585	287	260	99	46	125
Weighted total	**1424**	1355	43	15	11	-	68	418	328	92	33	47
This is a negative to me	**22**	21	*	*	-	**	1	2	9	*	**	-
	2%	*2%*	*1%*	*1%*	*-%*	**	*1%*	*1%*	*3%* a	*%*	** abce	*-%*
This is not important to me - don't mind if not offered	**140**	136	3	1	-	**	4	33	34	16	**	5
	10%	*10%* df	*7%* d	*8%* d	*-%*	**	*6%* d	*8%*	*10%*	*18%* a	** a	*11%*
This is mandatory to me - a must have	**335**	315	11	5	4	**	20	106	64	16	**	6
	24%	*23%*	*27%*	*32%* a	*34%* a	**	*29%* a	*25%* e	*19%*	*18%*	**	*12%*
This is a 'nice to have' , but I can live without it being offered	**404**	387	12	3	2	**	17	136	108	26	**	14
	28%	*29%* c	*28%*	*20%*	*21%*	**	*25%*	*33%*	*33%*	*28%*	**	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**523**	496	16	6	5	**	27	140	112	34	**	22
	37%	*37%*	*38%*	*39%*	*45%*	**	*39%*	*33%*	*34%*	*37%*	**	*47%* abd

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	90	71	195	39	94	182	108	90	85	954	168	179	209
Weighted total	**1424**	124	110	254	47	118	220	132	112	102	1219	64	67	74
This is a negative to me	**22**	*	2	2	**	6	2	4	-	4	20	-	1	1
	2%	**%*	*2%*	*1%*	**	*5%*	*1%*	*3%*	*-%*	*4%*	*2%*	*-%*	*2%*	*1%*
						acfhjk		k		k				
This is not important to me - don't mind if not offered	**140**	13	12	24	**	8	18	12	14	13	121	5	6	8
	10%	*10%*	*11%*	*9%*	**	*7%*	*8%*	*9%*	*12%*	*12%*	*10%*	*9%*	*9%*	*10%*
					efjk									
This is mandatory to me - a must have	**335**	32	25	42	**	26	62	28	34	22	289	14	14	18
	24%	*26%*	*23%*	*16%*	**	*22%*	*28%*	*21%*	*31%*	*21%*	*24%*	*22%*	*21%*	*24%*
					cgijkl		c		c		c			
This is a 'nice to have' , but I can live without it being offered	**404**	34	33	91	**	31	69	36	24	20	343	20	23	17
	28%	*28%*	*30%*	*36%*	**	*26%*	*31%*	*27%*	*21%*	*20%*	*28%*	*32%*	*35%*	*22%*
				dhijm			**dim**				d	**dim**	**dhim**	
This is a 'great to have' - makes a difference and can sway my decision	**523**	44	38	96	**	47	69	53	40	44	446	24	23	31
	37%	*36%*	*35%*	*38%*	**	*40%*	*31%*	*40%*	*36%*	*43%*	*37%*	*37%*	*34%*	*42%*
														f

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	107	57	183	36	87	193	90	92	98	943	174	184	209
Weighted total	**1424**	151	90	238	42	97	243	109	119	121	1210	69	72	73
This is a negative to me	**22**	*	-	4	**	4	4	2	-	4	20	-	1	1
	2%	**%*	*-%*	*2%*	**	*4%*	*2%*	*2%*	*-%*	*3%*	*2%*	*-%*	*1%*	*1%*
					ahk	k				k				
This is not important to me - don't mind if not offered	**140**	19	7	22	**	6	15	8	20	15	121	5	6	8
	10%	*13%*	*8%*	*9%*	**	*6%*	*6%*	*7%*	*17%*	*12%*	*10%*	*8%*	*9%*	*10%*
					bcefgjklm				**efgjkl**					
This is mandatory to me - a must have	**335**	34	21	42	**	20	68	24	34	27	289	14	14	18
	24%	*23%*	*23%*	*18%*	**	*20%*	*28%*	*22%*	*29%*	*23%*	*24%*	*21%*	*19%*	*24%*
					abcefgijkl		**cl**		c					
					m									
This is a 'nice to have' , but I can live without it being offered	**404**	48	27	80	**	29	77	32	22	22	341	20	25	17
	28%	*32%*	*30%*	*34%*	**	*30%*	*32%*	*29%*	*19%*	*18%*	*28%*	*30%*	*36%*	*23%*
		dhi	d	**dhim**		d	**dhim**	d			**dhi**	**di**	**dhijm**	
This is a 'great to have' - makes a difference and can sway my decision	**523**	49	36	90	**	38	79	44	43	53	439	29	25	30
	37%	*33%*	*40%*	*38%*	**	*40%*	*32%*	*40%*	*36%*	*44%*	*36%*	*42%*	*35%*	*41%*
			d	d		d	d	d	d	d	d	d	d	d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1510	36	131	31	134	329	62	79	693	1121	389	1322	188	1457	53
Weighted total	1424	31	120	27	119	388	50	75	600	1136	288	1278	145	1359	64
This is a negative to me	22	**	4	**	-	8	1	-	9	18	4	20	2	22	*
	2%	**	3% d	**	-%	2%	1%	-%	2%	2%	1%	2%	1%	2%	*%
This is not important to me - don't mind if not offered	140	**	19	**	10	36	8	11	50	117	23	128	12	131	9
	10%	**	16% aeh	**	9%	9%	15% a	15% a	8%	10%	8%	10%	8%	10%	14%
This is mandatory to me - a must have	335	**	21	**	28	90	13	13	150	270	65	295	40	325	10
	24%	**	18%	**	23%	23%	26%	18%	25%	24%	23%	23%	27%	24%	16%
This is a 'nice to have' , but I can live without it being offered	404	**	26	**	27	93	11	28	188	317	87	363	41	384	20
	28%	**	21%	** bdef	23%	24%	22%	38% bde	31% be	28%	30%	28%	28%	28%	31%
This is a 'great to have' - makes a difference and can sway my decision	523	**	50	**	54	161	17	22	203	414	109	472	51	498	25
	37%	**	42%	**	45% gh	41% gh	35%	29%	34%	36%	38%	37%	35%	37%	39%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1510**	855	267	378	1083	357	61	6	3	-	-	-	1440	70	396	687	427
Weighted total	**1424**	796	266	350	1114	265	41	3	*	-	-	-	1379	44	464	650	310
This is a negative to me	**22**	9	7	6	18	2	2	**	**	**	**	**	20	2	6	11	4
	2%	*1%*	*3%*	*2%*	*2%*	*1%*	*5%*	**	**	**	**	**	*1%*	*5%*	*1%*	*2%*	*1%*
							abi							**bi**			
This is not important to me - don't mind if not offered	**140**	102	23	14	123	14	4	**	**	**	**	**	136	4	65	57	18
	10%	*13%*	*9%*	*4%*	*11%*	*5%*	*10%*	**	**	**	**	**	*10%*	*9%*	*14%*	*9%*	*6%*
		c	c		b								b		**bc**		
This is mandatory to me - a must have	**335**	160	81	94	252	68	12	**	**	**	**	**	320	14	77	175	83
	24%	*20%*	*30%*	*27%*	*23%*	*26%*	*28%*	**	**	**	**	**	*23%*	*33%*	*16%*	*27%*	*27%*
			a	a												a	a
This is a 'nice to have' , but I can live without it being offered	**404**	234	61	101	306	89	9	**	**	**	**	**	395	9	144	161	98
	28%	*29%*	*23%*	*29%*	*27%*	*34%*	*21%*	**	**	**	**	**	*29%*	*20%*	*31%*	*25%*	*32%*
		b				**aj**									b		b
This is a 'great to have' - makes a difference and can sway my decision	**523**	291	95	135	416	92	14	**	**	**	**	**	508	15	172	244	107
	37%	*37%*	*36%*	*38%*	*37%*	*35%*	*35%*	**	**	**	**	**	*37%*	*34%*	*37%*	*38%*	*34%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**1510**	1428	947	1510	578	493	996	1316	93	44	42	9	6	-	549	15	7	5	1	1	-	2
Weighted total	**1424**	1318	815	1424	526	386	871	1302	64	27	22	4	4	-	509	11	3	3	*	*	-	1
This is a negative to me	**22**	21	13	22	9	6	18	18	-	**	**	**	**	**	9	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*-%*	** **ab**	**	**	**	**	*2%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**140**	132	73	140	39	24	68	137	2	**	**	**	**	**	37	**	**	**	**	**	**	**
	10%	*10%* e	*9%*	*10%* e	*7%*	*6%*	*8%*	*11%* b	*4%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**335**	316	189	335	139	108	227	279	30	**	**	**	**	**	131	**	**	**	**	**	**	**
	24%	*24%*	*23%*	*24%*	*26%*	*28%*	*26%*	*21%*	*47%* a	** a	** a	**	**	**	*26%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**404**	374	236	404	144	102	246	382	11	**	**	**	**	**	141	**	**	**	**	**	**	**
	28%	*28%*	*29%*	*28%*	*27%*	*26%*	*28%*	*29%* b	*18%*	**	**	**	**	**	*28%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**523**	474	303	523	195	147	313	487	21	**	**	**	**	**	189	**	**	**	**	**	**	**
	37%	*36%*	*37%*	*37%*	*37%*	*38%*	*36%*	*37%*	*32%*	**	**	**	**	**	*37%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1510	370	368	427	334	11	181	131	146	115	5	320	25	228	1410	100
Weighted total	1424	444	373	404	188	14	190	114	119	99	4	334	14	171	1330	94
This is a negative to me	22	10	3	9	-	**	4	1	2	2	**	9	**	1	20	2
	2%	2%	1%	2%	-%	**	2%	1%	2%	2%	**	3%	**	*%	2%	2%
		d		d								c				
This is not important to me - don't mind if not offered	140	52	33	45	11	**	12	8	11	7	**	22	**	13	133	7
	10%	12%	9%	11%	6%	**	6%	7%	10%	7%	**	6%	**	8%	10%	7%
		d		d												
This is mandatory to me - a must have	335	95	80	91	66	**	36	29	37	36	**	90	**	47	307	27
	24%	21%	21%	23%	35%	**	19%	26%	31%	37%	**	27%	**	27%	23%	29%
					abc				a	a						
This is a 'nice to have' , but I can live without it being offered	404	132	109	108	47	**	73	26	22	23	**	86	**	53	374	30
	28%	30%	29%	27%	25%	**	38%	22%	18%	23%	**	26%	**	31%	28%	32%
							bcd									
This is a 'great to have' - makes a difference and can sway my decision	523	156	149	151	64	**	65	50	46	30	**	127	**	57	496	27
	37%	35%	40%	37%	34%	**	34%	44%	39%	31%	**	38%	**	33%	37%	29%
								d								

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1510**	1504	6	423	155	1485	25	416	162	363	1347	203	2
Weighted total	**1424**	1420	4	378	148	1402	22	374	152	297	1240	135	1
This is a negative to me	**22**	22	**	3	6	22	**	3	6	5	19	2	**
	2%	*2%*	**	*1%*	*4%* a	*2%*	**	*1%*	*4%* a	*2%*	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**140**	140	**	27	13	137	**	26	13	25	125	11	**
	10%	*10%*	**	*7%*	*9%*	*10%*	**	*7%*	*9%*	*8%*	*10%*	*8%*	**
This is mandatory to me - a must have	**335**	332	**	102	37	331	**	102	37	77	296	35	**
	24%	*23%*	**	*27%*	*25%*	*24%*	**	*27%*	*24%*	*26%*	*24%*	*26%*	**
This is a 'nice to have' , but I can live without it being offered	**404**	404	**	109	34	397	**	109	35	85	343	36	**
	28%	*28%*	**	*29%*	*23%*	*28%*	**	*29%*	*23%*	*28%*	*28%*	*27%*	**
This is a 'great to have' - makes a difference and can sway my decision	**523**	522	**	137	58	515	**	134	61	106	455	50	**
	37%	*37%*	**	*36%*	*39%*	*37%*	**	*36%*	*40%*	*36%*	*37%*	*37%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**1510**	306	830	132	-	376	391	134	3	1427	938	502	1249	1041	38
Weighted total	**1424**	264	697	97	-	363	341	114	*	1318	810	453	1180	914	18
This is a negative to me	**22**	1	12	2	**	4	3	2	**	21	13	3	18	10	**
	2%	*%	*2%*	*2%*	**	*1%*	*1%*	*2%*	**	*2%*	*2%*	*1%*	*1%*	*1%*	**
This is not important to me - don't mind if not offered	**140**	25	58	14	**	31	20	16	**	132	73	33	106	81	**
	10%	*9%*	*8%*	*15%* b	**	*9%*	*6%*	*14%* b	**	*10%*	*9%*	*7%*	*9%*	*9%*	**
This is mandatory to me - a must have	**335**	59	163	21	**	91	89	27	**	316	188	115	269	244	**
	24%	*22%*	*23%*	*22%*	**	*25%*	*26%*	*23%*	**	*24%*	*23%*	*25%*	*23%*	*27%* a	** a
This is a 'nice to have' , but I can live without it being offered	**404**	82	193	23	**	107	88	23	**	374	236	129	341	233	**
	28%	*31%*	*28%*	*24%*	**	*30%* c	*26%*	*20%*	**	*28%*	*29%*	*29%*	*29%* c	*26%* c	**
This is a 'great to have' - makes a difference and can sway my decision	**523**	97	271	36	**	130	140	46	**	474	299	173	446	344	**
	37%	*37%*	*39%*	*37%*	**	*36%*	*41%*	*40%*	**	*36%*	*37%*	*38%*	*38%*	*38%*	** **ab**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1510	358	261	269	67	73	1154	996	70	13	24	8	1467	1289	1474	1232	1477
Weighted total	1424	315	222	244	66	63	1082	874	60	11	24	7	1376	1161	1381	1121	1390
This is a negative to me	**22**	3	1	5	-	-	16	11	-	**	**	**	20	12	20	16	22
	2%	*1%*	**%*	*2%*	*-%*	*-%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**140**	19	10	21	11	7	100	77	3	**	**	**	126	101	128	90	135
	10%	*6%*	*4%*	*9%*	*17%*	*11%*	*9%*	*9%*	*6%*	**	**	**	*9%*	*9%*	*9%*	*8%*	*10%*
				b	**ab**	b											
This is mandatory to me - a must have	**335**	82	60	60	11	15	244	232	25	**	**	**	329	291	329	274	332
	24%	*26%*	*27%*	*25%*	*17%*	*23%*	*23%*	*26%*	*41%*	**	**	**	*24%*	*25%*	*24%*	*24%*	*24%*
								a									
This is a 'nice to have' , but I can live without it being offered	**404**	84	50	71	11	10	300	231	17	**	**	**	392	334	393	316	394
	28%	*27%*	*22%*	*29%*	*17%*	*16%*	*28%*	*26%*	*29%*	**	**	**	*29%*	*29%*	*28%*	*28%*	*28%*
		e		**de**													
This is a 'great to have' - makes a difference and can sway my decision	**523**	126	102	86	32	32	423	325	15	**	**	**	508	423	510	424	507
	37%	*40%*	*46%*	*35%*	*49%*	*50%*	*39%*	*37%*	*24%*	**	**	**	*37%*	*36%*	*37%*	*38%*	*36%*
			c		c	c											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1510	892	1456	352	12	1267	51	246	1264	223	12	65	208	171	1070	262
Weighted total	1424	810	1367	291	11	1180	57	243	1180	210	16	61	188	155	1032	233
This is a negative to me	**22**	5	20	2	**	18	4	4	18	6	**	-	6	3	15	5
	2%	*1%*	*1%*	*1%*	**	*2%*	*6%* a	*2%*	*2%*	*3%*	**	*-%*	*3%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**140**	71	122	35	**	119	10	16	124	14	**	6	16	6	110	24
	10%	*9%*	*9%*	*12%*	**	*10%*	*17%*	*7%*	*10%*	*7%*	**	*10%*	*8%*	*4%*	*11%* a	*10%* a
This is mandatory to me - a must have	**335**	205	330	65	**	264	19	82	253	51	**	20	45	45	216	74
	24%	*25%*	*24%*	*22%*	**	*22%*	*34%*	*34%* b	*21%*	*24%*	**	*33%*	*24%*	*29%* b	*21%*	*32%* b
This is a 'nice to have' , but I can live without it being offered	**404**	234	383	78	**	346	18	46	357	52	**	13	46	38	299	66
	28%	*29%*	*28%*	*27%*	**	*29%*	*33%*	*19%*	*30%* a	*25%*	**	*21%*	*24%*	*24%*	*29%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**523**	296	511	110	**	433	6	95	428	87	**	22	75	64	394	65
	37%	*37%*	*37%*	*38%*	**	*37%* b	*10%*	*39%*	*36%*	*41%*	**	*36%*	*40%*	*41%* c	*38%* c	*28%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1510**	153	82	1257	865	645
Weighted total	**1424**	159	85	1169	807	616
This is a negative to me	**22**	6	-	16	12	10
	2%	*4%*	*-%*	*1%*	*1%*	*2%*
		c				
This is not important to me - don't mind if not offered	**140**	11	2	126	69	71
	10%	*7%*	*2%*	*11%*	*9%*	*12%*
				b		
This is mandatory to me - a must have	**335**	35	25	273	211	124
	24%	*22%*	*29%*	*23%*	*26%*	*20%*
					b	
This is a 'nice to have' , but I can live without it being offered	**404**	43	23	334	222	181
	28%	*27%*	*27%*	*29%*	*28%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**523**	65	36	421	293	230
	37%	*41%*	*42%*	*36%*	*36%*	*37%*

Columns Tested: a,b,c - a,b

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1510**	145	110	128	173	135	83	122	100	160	137	124	93
Weighted total	**1424**	124	122	118	156	137	81	92	93	164	130	127	80
This is a negative to me	**22**	-	2	*	2	2	-	2	6	4	*	*	3
	2%	*-%*	*2%*	**%*	*2%*	*2%*	*-%*	*2%*	*6%*	*2%*	**%*	**%*	*3%*
									acdfjk				**ac**
This is not important to me - don't mind if not offered	**140**	12	7	15	11	7	10	16	13	16	14	7	12
	10%	*9%*	*6%*	*13%*	*7%*	*5%*	*13%*	*18%*	*14%*	*10%*	*11%*	*5%*	*15%*
				ek			e	**abdek**	**bek**				**bdek**
This is mandatory to me - a must have	**335**	42	34	19	46	42	19	12	20	32	36	20	15
	24%	*33%*	*28%*	*16%*	*29%*	*31%*	*23%*	*13%*	*22%*	*20%*	*28%*	*15%*	*19%*
		cghikl	**cgk**		**cgik**	**cgikl**					**cgk**		
This is a 'nice to have' , but I can live without it being offered	**404**	36	30	35	47	46	24	24	17	53	32	41	19
	28%	*29%*	*25%*	*30%*	*30%*	*34%*	*30%*	*26%*	*18%*	*33%*	*24%*	*32%*	*23%*
				h	h	h				h		h	
This is a 'great to have' - makes a difference and can sway my decision	**523**	35	49	49	50	40	27	38	38	58	48	59	32
	37%	*28%*	*40%*	*42%*	*32%*	*29%*	*34%*	*41%*	*40%*	*36%*	*37%*	*46%*	*40%*
			a	**ae**				**ae**				**ade**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Low cost (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1510**	383	391	382	354
Weighted total	**1424**	365	374	349	336
This is a negative to me	**22**	2	5	11	4
	2%	*1%*	*1%*	*3%*	*1%*
				a	
This is not important to me - don't mind if not offered	**140**	34	28	45	33
	10%	*9%*	*8%*	*13%*	*10%*
				b	
This is mandatory to me - a must have	**335**	94	106	64	70
	24%	*26%*	*28%*	*18%*	*21%*
		c	**cd**		
This is a 'nice to have' , but I can live without it being offered	**404**	101	118	94	91
	28%	*28%*	*31%*	*27%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**523**	134	117	134	138
	37%	*37%*	*31%*	*38%*	*41%*
				b	b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 44

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**1510**	925	369	130	86	-	585	287	260	99	46	125
Weighted total	**1424**	1355	43	15	11	-	68	418	328	92	33	47
This is a negative to me	**28**	27	1	*	*	**	1	6	12	*	**	-
	2%	*2%*	*2%*	*1%*	*2%*	**	*2%*	*1%*	*4%* e	*%*	**	-%
This is not important to me - don't mind if not offered	**242**	233	6	2	1	**	9	67	65	20	**	6
	17%	*17%* f	*14%*	*13%*	*9%*	**	*13%*	*16%*	*20%*	*22%*	**	*13%*
This is mandatory to me - a must have	**358**	342	9	4	2	**	15	107	81	26	**	8
	25%	*25%*	*22%*	*27%*	*20%*	**	*23%*	*26%*	*25%*	*29%* e	**	*17%*
This is a 'nice to have' , but I can live without it being offered	**397**	377	12	4	4	**	20	114	90	22	**	17
	28%	*28%*	*29%*	*30%*	*34%*	**	*30%*	*27%*	*27%*	*24%*	**	*37%* **ac**
This is a 'great to have' - makes a difference and can sway my decision	**398**	376	14	4	4	**	22	124	79	23	**	15
	28%	*28%*	*33%*	*29%*	*35%*	**	*32%*	*30%* d	*24%* d	*25%* d	**	*33%* d

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	90	71	195	39	94	182	108	90	85	954	168	179	209
Weighted total	**1424**	124	110	254	47	118	220	132	112	102	1219	64	67	74
This is a negative to me	**28**	4	5	*	**	6	6	-	2	2	25	1	1	1
	2%	*3%*	*5%*	**%*	**	*5%*	*3%*	*-%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*
		c	**cg**			**cgm**	c							
This is not important to me - don't mind if not offered	**242**	21	18	28	**	22	36	24	21	25	207	13	8	13
	17%	*17%*	*17%*	*11%*	**	*19%*	*17%*	*18%*	*19%*	*25%*	*17%*	*21%*	*13%*	*18%*
					cl					**cl**	c	**cl**		
This is mandatory to me - a must have	**358**	34	27	69	**	29	62	28	19	25	307	13	19	20
	25%	*27%*	*24%*	*27%*	**	*24%*	*28%*	*21%*	*17%*	*24%*	*25%*	*20%*	*28%*	*27%*
							h							
This is a 'nice to have' , but I can live without it being offered	**397**	30	35	79	**	24	64	38	36	22	339	18	19	21
	28%	*24%*	*32%*	*31%*	**	*20%*	*29%*	*29%*	*32%*	*21%*	*28%*	*29%*	*28%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	35	25	78	**	37	52	43	33	28	341	18	20	19
	28%	*28%*	*23%*	*31%*	**	*31%*	*23%*	*32%*	*30%*	*28%*	*28%*	*29%*	*30%*	*26%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1510	107	57	183	36	87	193	90	92	98	943	174	184	209
Weighted total	1424	151	90	238	42	97	243	109	119	121	1210	69	72	73
This is a negative to me	**28**	4	-	2	**	4	8	-	5	2	25	1	1	1
	2%	*3%*	*-%*	*1%*	**	*4%*	*3%*	*-%*	*4%*	*2%*	*2%*	*2%*	*2%*	*1%*
									g					
This is not important to me - don't mind if not offered	**242**	25	11	28	**	16	37	20	25	33	205	13	11	13
	17%	*17%*	*13%*	*12%*	**	*17%*	*15%*	*18%*	*21%*	*27%*	*17%*	*19%*	*15%*	*18%*
									c	**bcfjl**		c		
This is mandatory to me - a must have	**358**	33	24	68	**	24	65	23	21	31	306	13	19	20
	25%	*22%*	*27%*	*29%*	**	*25%*	*27%*	*21%*	*18%*	*26%*	*25%*	*19%*	*26%*	*28%*
				k	**hk**									k
This is a 'nice to have' , but I can live without it being offered	**397**	39	30	63	**	24	78	33	36	22	337	18	21	21
	28%	*26%*	*34%*	*26%*	**	*25%*	*32%*	*30%*	*30%*	*18%*	*28%*	*26%*	*30%*	*28%*
			i				i		i		i		i	i
This is a 'great to have' - makes a difference and can sway my decision	**398**	49	24	76	**	29	55	33	31	33	337	23	20	18
	28%	*33%*	*27%*	*32%*	**	*30%*	*23%*	*30%*	*26%*	*27%*	*28%*	*34%*	*28%*	*25%*
				f								**df**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1510	36	131	31	134	329	62	79	693	1121	389	1322	188	1457	53
Weighted total	1424	31	120	27	119	388	50	75	600	1136	288	1278	145	1359	64
This is a negative to me	**28**	**	9	**	*	6	*	-	10	21	7	23	5	25	3
	2%	**	*8%*	**	**%*	*2%*	**%*	*-%*	*2%*	*2%*	*3%*	*2%*	*3%*	*2%*	*4%*
			defgh												
This is not important to me - don't mind if not offered	**242**	**	17	**	11	72	8	12	101	192	51	213	29	222	20
	17%	**	*14%*	**	*9%*	*19%*	*15%*	*16%*	*17%*	*17%*	*18%*	*17%*	*20%*	*16%*	*31%*
		bdefgh		**bdefgh**		d			d						a
This is mandatory to me - a must have	**358**	**	21	**	31	98	12	23	163	287	71	329	29	346	12
	25%	**	*18%*	**	*26%*	*25%*	*23%*	*30%*	*27%*	*25%*	*25%*	*26%*	*20%*	*25%*	*19%*
		c	c		c	c	c	**bc**	**bc**						
This is a 'nice to have' , but I can live without it being offered	**397**	**	39	**	38	89	18	22	167	307	91	353	45	375	22
	28%	**	*33%*	**	*32%*	*23%*	*36%*	*29%*	*28%*	*27%*	*31%*	*28%*	*31%*	*28%*	*35%*
			e	e	e		e								
This is a 'great to have' - makes a difference and can sway my decision	**398**	**	34	**	39	123	13	18	159	330	68	359	39	391	8
	28%	**	*28%*	**	*33%*	*32%*	*25%*	*24%*	*27%*	*29%*	*24%*	*28%*	*27%*	*29%*	*12%*
					a	a				b				b	

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1510	855	267	378	1083	357	61	6	3	-	-	-	1440	70	396	687	427
Weighted total	1424	796	266	350	1114	265	41	3	*	-	-	-	1379	44	464	650	310
This is a negative to me	28	16	6	6	24	4	*	**	**	**	**	**	28	*	15	9	4
	2%	2%	2%	2%	2%	2%	*%	**	**	**	**	**	2%	*%	3%	1%	1%
This is not important to me - don't mind if not offered	242	159	49	30	211	26	5	**	**	**	**	**	238	5	108	104	31
	17%	20%	18%	9%	19%	10%	11%	**	**	**	**	**	17%	11%	23%	16%	10%
		c	c		b								b		bc	c	
This is mandatory to me - a must have	358	160	67	126	245	96	13	**	**	**	**	**	341	17	81	165	113
	25%	20%	25%	36%	22%	36%	33%	**	**	**	**	**	25%	38%	17%	25%	36%
				ab		ai								ai		a	ab
This is a 'nice to have' , but I can live without it being offered	397	234	69	91	316	67	14	**	**	**	**	**	383	14	129	187	81
	28%	29%	26%	26%	28%	25%	35%	**	**	**	**	**	28%	32%	28%	29%	26%
This is a 'great to have' - makes a difference and can sway my decision	398	226	75	97	318	72	9	**	**	**	**	**	389	9	133	185	80
	28%	28%	28%	28%	29%	27%	21%	**	**	**	**	**	28%	20%	29%	29%	26%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1510	1428	947	1510	578	493	996	1316	93	44	42	9	6	-	549	15	7	5	1	1	-	2
Weighted total	1424	1318	815	1424	526	386	871	1302	64	27	22	4	4	-	509	11	3	3	*	*	-	1
This is a negative to me	**28**	28	10	28	7	5	21	24	4	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*6%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
									a													
This is not important to me - don't mind if not offered	**242**	233	93	242	55	54	122	222	10	**	**	**	**	**	52	**	**	**	**	**	**	**
	17%	*18%*	*11%*	*17%*	*10%*	*14%*	*14%*	*17%*	*16%*	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
		bdf		**bdf**			d															
This is mandatory to me - a must have	**358**	323	249	358	175	110	235	313	21	**	**	**	**	**	167	**	**	**	**	**	**	**
	25%	*25%*	*31%*	*25%*	*33%*	*28%*	*27%*	*24%*	*33%*	**	**	**	**	**	*33%*	**	**	**	**	**	**	**
			ac		**acf**					a	a											
This is a 'nice to have' , but I can live without it being offered	**397**	372	227	397	140	99	252	371	12	**	**	**	**	**	136	**	**	**	**	**	**	**
	28%	*28%*	*28%*	*28%*	*27%*	*26%*	*29%*	*28%*	*19%*	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**398**	362	235	398	149	119	241	373	17	**	**	**	**	**	145	**	**	**	**	**	**	**
	28%	*27%*	*29%*	*28%*	*28%*	*31%*	*28%*	*29%*	*26%*	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
								d	d	d												

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1510	370	368	427	334	11	181	131	146	115	5	320	25	228	1410	100
Weighted total	1424	444	373	404	188	14	190	114	119	99	4	334	14	171	1330	94
This is a negative to me	28	9	12	6	1	**	1	2	4	-	**	6	**	1	26	2
	2%	2%	3%	2%	*%	**	1%	2%	3%	-%	**	2%	**	1%	2%	2%
			d						d							
This is not important to me - don't mind if not offered	242	98	62	54	26	**	34	1	11	9	**	25	**	28	236	6
	17%	22%	17%	13%	14%	**	18%	1%	9%	9%	**	8%	**	16%	18%	7%
		cd					bcd		b	b				a	b	
This is mandatory to me - a must have	358	91	85	131	48	**	53	37	35	49	**	117	**	50	321	37
	25%	21%	23%	32%	26%	**	28%	32%	30%	49%	**	35%	**	29%	24%	39%
				abd						abc						a
This is a 'nice to have' , but I can live without it being offered	397	128	101	100	61	**	46	31	37	26	**	95	**	40	371	26
	28%	29%	27%	25%	33%	**	24%	27%	31%	26%	**	29%	**	23%	28%	28%
					c											
This is a 'great to have' - makes a difference and can sway my decision	398	119	113	114	51	**	56	43	32	16	**	90	**	52	376	22
	28%	27%	30%	28%	27%	**	29%	38%	27%	16%	**	27%	**	30%	28%	24%
							d	cd	d							

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1510**	1504	6	423	155	1485	25	416	162	363	1347	203	2
Weighted total	**1424**	1420	4	378	148	1402	22	374	152	297	1240	135	1
This is a negative to me	**28**	28	**	5	3	28	**	5	3	1	28	2	**
	2%	*2%*	**	*1%*	*2%*	*2%*	**	*1%*	*2%*	*%*	*2%* a	*2%*	**
This is not important to me - don't mind if not offered	**242**	242	**	40	15	242	**	42	13	20	228	12	**
	17%	*17%*	**	*11%*	*10%*	*17%*	**	*11%*	*8%*	*7%*	*18%* ac	*9%*	**
This is mandatory to me - a must have	**358**	356	**	135	40	349	**	130	45	109	298	37	**
	25%	*25%*	**	*36%*	*27%*	*25%*	**	*35%*	*30%*	*37%* bc	*24%*	*27%*	**
This is a 'nice to have' , but I can live without it being offered	**397**	397	**	96	43	391	**	96	43	72	343	40	**
	28%	*28%*	**	*25%*	*29%*	*28%*	**	*26%*	*29%*	*24%*	*28%*	*30%*	**
This is a 'great to have' - makes a difference and can sway my decision	**398**	397	**	102	47	392	**	101	48	95	342	43	**
	28%	*28%*	**	*27%*	*32%*	*28%*	**	*27%*	*32%*	*32%*	*28%*	*32%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1510	306	830	132	-	376	391	134	3	1427	938	502	1249	1041	38
Weighted total	1424	264	697	97	-	363	341	114	*	1318	810	453	1180	914	18
This is a negative to me	28	*	10	2	**	3	7	2	**	28	10	5	18	21	**
	2%	*%	1%	2%	**	1%	2%	2%	**	2%	1%	1%	2%	2%	**
				a											
This is not important to me - don't mind if not offered	242	14	89	11	**	31	47	8	**	233	93	45	161	182	**
	17%	5%	13%	11%	**	9%	14%	7%	**	18%	12%	10%	14%	20%	**
			a	a			ac			bc				a	
This is mandatory to me - a must have	358	100	203	27	**	131	88	31	**	323	249	155	320	205	**
	25%	38%	29%	28%	**	36%	26%	27%	**	25%	31%	34%	27%	22%	**
		bc				b					a	a	b		ab
This is a 'nice to have' , but I can live without it being offered	397	62	189	30	**	91	97	42	**	372	224	121	316	244	**
	28%	24%	27%	30%	**	25%	28%	36%	**	28%	28%	27%	27%	27%	**
								a							
This is a 'great to have' - makes a difference and can sway my decision	398	88	207	27	**	107	102	31	**	362	234	128	364	262	**
	28%	33%	30%	28%	**	29%	30%	27%	**	27%	29%	28%	31%	29%	**
													c	c	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1510	358	261	269	67	73	1154	996	70	13	24	8	1467	1289	1474	1232	1477
Weighted total	1424	315	222	244	66	63	1082	874	60	11	24	7	1376	1161	1381	1121	1390
This is a negative to me	**28**	2	5	*	-	-	16	20	1	**	**	**	26	20	26	20	25
	2%	*1%*	*2%*	**%*	*-%*	*-%*	*1%*	*2%*	*1%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
			c														
This is not important to me - don't mind if not offered	**242**	31	30	7	4	7	153	186	10	**	**	**	228	177	228	169	234
	17%	*10%*	*13%*	*3%*	*6%*	*10%*	*14%*	*21%*	*16%*	**	**	**	*17%*	*15%*	*17%*	*15%*	*17%*
		c	c			c		a									
This is mandatory to me - a must have	**358**	113	51	95	21	18	283	201	17	**	**	**	349	302	349	289	354
	25%	*36%*	*23%*	*39%*	*32%*	*28%*	*26%*	*23%*	*28%*	**	**	**	*25%*	*26%*	*25%*	*26%*	*25%*
		b		b													
This is a 'nice to have' , but I can live without it being offered	**397**	81	68	67	20	18	297	226	20	**	**	**	383	323	384	298	386
	28%	*26%*	*31%*	*27%*	*30%*	*29%*	*27%*	*26%*	*34%*	**	**	**	*28%*	*28%*	*28%*	*27%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	87	69	75	21	20	333	241	13	**	**	**	389	338	393	345	391
	28%	*28%*	*31%*	*31%*	*32%*	*32%*	*31%*	*28%*	*21%*	**	**	**	*28%*	*29%*	*28%*	*31%*	*28%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1510	892	1456	352	12	1267	51	246	1264	223	12	65	208	171	1070	262
Weighted total	1424	810	1367	291	11	1180	57	243	1180	210	16	61	188	155	1032	233
This is a negative to me	**28**	12	26	2	**	24	2	6	22	3	**	-	3	*	26	2
	2%	*1%*	*2%*	*1%*	**	*2%*	*4%*	*3%*	*2%*	*1%*	**	-%	*2%*	*%	*3%* a	*1%*
This is not important to me - don't mind if not offered	**242**	118	225	29	**	202	6	29	213	14	**	2	16	14	179	47
	17%	*15%* c	*16%* c	*10%*	**	*17%*	*11%*	*12%*	*18%* a	*7%*	**	*4%*	*8%*	*9%*	*17%* a	*20%* a
This is mandatory to me - a must have	**358**	208	347	69	**	282	19	83	275	67	**	27	55	44	257	56
	25%	*26%*	*25%*	*24%*	**	*24%*	*34%*	*34%* b	*23%*	*32%*	**	*44%* b	*29%*	*29%*	*25%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**397**	210	381	87	**	336	13	61	336	59	**	15	57	48	275	74
	28%	*26%*	*28%*	*30%*	**	*28%*	*23%*	*25%*	*28%*	*28%*	**	*24%*	*30%*	*31%*	*27%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	262	387	103	**	337	16	64	334	67	**	17	57	49	295	54
	28%	*32%* b	*28%*	*36%* b	**	*29%*	*28%*	*26%*	*28%*	*32%*	**	*28%*	*30%*	*31%*	*29%*	*23%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1510**	153	82	1257	865	645
Weighted total	**1424**	159	85	1169	807	616
This is a negative to me	**28**	2	-	26	11	17
	2%	*1%*	*-%*	*2%*	*1%*	*3%* a
This is not important to me - don't mind if not offered	**242**	14	12	216	144	98
	17%	*9%*	*14%*	*18%* a	*18%*	*16%*
This is mandatory to me - a must have	**358**	50	31	273	208	150
	25%	*31%* c	*36%* c	*23%*	*26%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**397**	42	21	329	210	187
	28%	*27%*	*25%*	*28%*	*26%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**398**	51	21	325	234	164
	28%	*32%*	*25%*	*28%*	*29%*	*27%*

Columns Tested: a,b,c - a,b

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1510**	145	110	128	173	135	83	122	100	160	137	124	93
Weighted total	**1424**	124	122	118	156	137	81	92	93	164	130	127	80
This is a negative to me	**28**	-	1	*	4	-	-	5	4	8	2	*	3
	2%	*-%*	*1%*	**%*	*3%*	*-%*	*-%*	*5%*	*4%*	*5%*	*2%*	**%*	*4%*
								abcefk	**acek**	**abcefk**			**acek**
This is not important to me - don't mind if not offered	**242**	22	20	19	27	11	9	19	24	32	21	23	15
	17%	*18%*	*17%*	*16%*	*17%*	*8%*	*11%*	*21%*	*26%*	*19%*	*16%*	*18%*	*19%*
		e	e		e			e	**ef**	e	e	e	e
This is mandatory to me - a must have	**358**	43	35	25	47	57	24	15	14	33	24	23	19
	25%	*34%*	*29%*	*21%*	*30%*	*42%*	*30%*	*17%*	*15%*	*20%*	*19%*	*18%*	*23%*
		cghijk	**gh**		**ghijk**	**bcdghijkl**	**gh**						
This is a 'nice to have' , but I can live without it being offered	**397**	31	47	43	42	34	14	26	20	35	46	41	19
	28%	*25%*	*39%*	*36%*	*27%*	*25%*	*17%*	*28%*	*21%*	*21%*	*36%*	*32%*	*24%*
			adefhil	**aefhil**							**fhi**	**fi**	
This is a 'great to have' - makes a difference and can sway my decision	**398**	28	19	31	36	35	34	28	31	57	36	39	24
	28%	*23%*	*16%*	*27%*	*23%*	*25%*	*42%*	*30%*	*33%*	*35%*	*28%*	*31%*	*30%*
				b			**abcdej**	b	b	**abd**	b	b	b

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Fast delivery (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1510**	383	391	382	354
Weighted total	**1424**	365	374	349	336
This is a negative to me	**28**	1	4	17	6
	2%	**%*	*1%*	*5%*	*2%*
				abd	a
This is not important to me - don't mind if not offered	**242**	61	47	75	59
	17%	*17%*	*13%*	*22%*	*18%*
				b	
This is mandatory to me - a must have	**358**	102	128	62	66
	25%	*28%*	*34%*	*18%*	*20%*
		cd	**cd**		
This is a 'nice to have' , but I can live without it being offered	**397**	121	90	80	106
	28%	*33%*	*24%*	*23%*	*32%*
		bc			**bc**
This is a 'great to have' - makes a difference and can sway my decision	**398**	79	105	115	99
	28%	*22%*	*28%*	*33%*	*29%*
			a	a	a

Columns Tested: a,b,c,d

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1510	925	369	130	86	-	585	287	260	99	46	125
Weighted total	1424	1355	43	15	11	-	68	418	328	92	33	47
This is a negative to me	17	16	1	*	-	**	1	4	4	*	**	*
	1%	1%	2%	1%	-%	**	2%	1%	1%	*%	**	*%
This is not important to me - don't mind if not offered	273	262	7	2	1	**	11	80	56	23	**	6
	19%	19%	17%	16%	8%	**	15%	19%	17%	26%	**	13%
		d								de		
This is mandatory to me - a must have	290	275	9	3	3	**	16	73	84	18	**	9
	20%	20%	22%	22%	26%	**	23%	17%	26%	19%	**	19%
									a			
This is a 'nice to have' , but I can live without it being offered	454	433	13	4	3	**	21	139	102	29	**	14
	32%	32%	31%	29%	31%	**	31%	33%	31%	31%	**	30%
											abce	
This is a 'great to have' - makes a difference and can sway my decision	390	370	12	5	4	**	20	122	82	22	**	18
	27%	27%	27%	32%	34%	**	29%	29%	25%	24%	**	39%
								d	d	d		bcd

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	90	71	195	39	94	182	108	90	85	954	168	179	209
Weighted total	**1424**	124	110	254	47	118	220	132	112	102	1219	64	67	74
This is a negative to me	**17**	*	-	2	**	4	6	3	*	*	15	1	1	*
	1%	**%*	*-%*	*1%*	**	*3%*	*3%*	*3%*	**%*	**%*	*1%*	*2%*	*1%*	**%*
						m								
This is not important to me - don't mind if not offered	**273**	26	24	30	**	26	42	22	27	21	238	10	10	14
	19%	*21%*	*22%*	*12%*	**	*22%*	*19%*	*17%*	*24%*	*21%*	*20%*	*15%*	*16%*	*20%*
		c	c		**abcefghijk**	c	c		c	c	c			c
					lm									
This is mandatory to me - a must have	**290**	22	25	67	**	16	54	17	17	16	244	14	18	14
	20%	*18%*	*23%*	*26%*	**	*14%*	*25%*	*13%*	*15%*	*15%*	*20%*	*22%*	*28%*	*19%*
				eghij			**eg**						**eghij**	
This is a 'nice to have' , but I can live without it being offered	**454**	47	36	63	**	35	70	46	45	37	390	20	18	25
	32%	*38%*	*32%*	*25%*	**	*30%*	*32%*	*35%*	*40%*	*36%*	*32%*	*32%*	*27%*	*34%*
		c							**cl**	c				c
This is a 'great to have' - makes a difference and can sway my decision	**390**	29	25	92	**	36	48	43	24	28	332	18	19	20
	27%	*23%*	*23%*	*36%*	**	*31%*	*22%*	*33%*	*21%*	*27%*	*27%*	*29%*	*29%*	*27%*
				abdfhjm				**df**						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	107	57	183	36	87	193	90	92	98	943	174	184	209
Weighted total	**1424**	151	90	238	42	97	243	109	119	121	1210	69	72	73
This is a negative to me	**17**	*	-	2	**	2	8	3	-	*	15	1	1	*
	1%	**%*	*-%*	*1%*	**	*2%*	*3%*	*3%*	*-%*	**%*	*1%*	*2%*	*1%*	**%*
							m	m						
This is not important to me - don't mind if not offered	**273**	28	19	30	**	20	47	12	32	32	234	14	10	15
	19%	*18%*	*21%*	*12%*	**	*20%*	*19%*	*11%*	*27%*	*26%*	*19%*	*20%*	*15%*	*20%*
					acfgjlm				**cgl**	**cgl**	c	c		
This is mandatory to me - a must have	**290**	30	21	57	**	11	62	17	15	20	244	14	18	14
	20%	*20%*	*23%*	*24%*	**	*12%*	*26%*	*16%*	*13%*	*16%*	*20%*	*20%*	*26%*	*19%*
				eh			**eh**						**eh**	
This is a 'nice to have' , but I can live without it being offered	**454**	52	30	62	**	30	71	43	46	39	385	21	22	25
	32%	*35%*	*33%*	*26%*	**	*31%*	*29%*	*39%*	*39%*	*33%*	*32%*	*31%*	*31%*	*34%*
								c	c					
This is a 'great to have' - makes a difference and can sway my decision	**390**	41	21	87	**	34	55	34	26	30	332	18	20	20
	27%	*27%*	*23%*	*37%*	**	*35%*	*23%*	*31%*	*22%*	*25%*	*27%*	*27%*	*28%*	*27%*
		d		**dfhijkm**		**df**		d			d	d	d	d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1510	36	131	31	134	329	62	79	693	1121	389	1322	188	1457	53
Weighted total	1424	31	120	27	119	388	50	75	600	1136	288	1278	145	1359	64
This is a negative to me	17	**	2	**	1	6	*	-	7	15	3	16	1	17	1
	1%	**	2%	**	1%	1%	*%	-%	1%	1%	1%	1%	1%	1%	1%
This is not important to me - don't mind if not offered	273	**	20	**	15	80	12	10	110	209	64	227	45	257	16
	19%	**	17%	**	13%	21%	23%	14%	18%	18%	22%	18%	31%	19%	25%
				bdefgh		d							a		
This is mandatory to me - a must have	290	**	23	**	26	83	8	20	126	242	49	271	19	279	12
	20%	**	19%	**	22%	21%	17%	27%	21%	21%	17%	21%	13%	20%	18%
			c		ac	ac	c	ac	ac			b			
This is a 'nice to have' , but I can live without it being offered	454	**	36	**	46	120	17	25	184	334	119	417	36	427	26
	32%	**	30%	**	39%	31%	34%	33%	31%	29%	41%	33%	25%	31%	41%
											a	b			
This is a 'great to have' - makes a difference and can sway my decision	390	**	39	**	31	100	13	19	172	337	53	346	43	380	10
	27%	**	33%	**	26%	26%	26%	26%	29%	30%	18%	27%	30%	28%	15%
										b				b	

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1510	855	267	378	1083	357	61	6	3	-	-	-	1440	70	396	687	427
Weighted total	1424	796	266	350	1114	265	41	3	*	-	-	-	1379	44	464	650	310
This is a negative to me	17	10	6	1	17	*	*	**	**	**	**	**	17	*	6	11	*
	1%	1%	2%	*%	2%	*%	*%	**	**	**	**	**	1%	*%	1%	2%	*%
			c		b										c	c	
This is not important to me - don't mind if not offered	273	166	48	55	231	33	8	**	**	**	**	**	264	8	115	115	42
	19%	21%	18%	16%	21%	13%	21%	**	**	**	**	**	19%	19%	25%	18%	14%
		c			b								b		bc		
This is mandatory to me - a must have	290	132	45	109	199	77	12	**	**	**	**	**	277	14	62	138	91
	20%	17%	17%	31%	18%	29%	30%	**	**	**	**	**	20%	31%	13%	21%	29%
				ab		ai	a							ai		a	ab
This is a 'nice to have' , but I can live without it being offered	454	263	86	101	349	90	13	**	**	**	**	**	438	15	148	200	105
	32%	33%	32%	29%	31%	34%	33%	**	**	**	**	**	32%	35%	32%	31%	34%
This is a 'great to have' - makes a difference and can sway my decision	390	225	81	83	318	65	6	**	**	**	**	**	383	7	133	185	71
	27%	28%	30%	24%	29%	24%	16%	**	**	**	**	**	28%	15%	29%	29%	23%
					cj								cj			c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1510	1428	947	1510	578	493	996	1316	93	44	42	9	6	-	549	15	7	5	1	1	-	2
Weighted total	1424	1318	815	1424	526	386	871	1302	64	27	22	4	4	-	509	11	3	3	*	*	-	1
This is a negative to me	17	17	5	17	*	6	11	13	2	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	1%	1%	*%	1%	1%	1%	3%	**	**	**	**	**	*%	**	**	**	**	**	**	**
		d		d		d	d		a	a												
This is not important to me - don't mind if not offered	273	256	116	273	76	59	149	251	13	**	**	**	**	**	71	**	**	**	**	**	**	**
	19%	19%	14%	19%	14%	15%	17%	19%	20%	**	**	**	**	**	14%	**	**	**	**	**	**	**
		bde		bde																		
This is mandatory to me - a must have	290	259	205	290	150	92	190	259	12	**	**	**	**	**	144	**	**	**	**	**	**	**
	20%	20%	25%	20%	29%	24%	22%	20%	19%	**	**	**	**	**	28%	**	**	**	**	**	**	**
			ac		acf																	
This is a 'nice to have' , but I can live without it being offered	454	421	258	454	154	123	298	414	24	**	**	**	**	**	149	**	**	**	**	**	**	**
	32%	32%	32%	32%	29%	32%	34%	32%	38%	**	**	**	**	**	29%	**	**	**	**	**	**	**
							d															
This is a 'great to have' - makes a difference and can sway my decision	390	364	231	390	146	107	223	364	13	**	**	**	**	**	144	**	**	**	**	**	**	**
	27%	28%	28%	27%	28%	28%	26%	28%	20%	**	**	**	**	**	28%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**1510**	370	368	427	334	11	181	131	146	115	5	320	25	228	1410	100
Weighted total	**1424**	444	373	404	188	14	190	114	119	99	4	334	14	171	1330	94
This is a negative to me	**17**	8	6	2	1	**	*	-	-	-	**	-	**	*	17	-
	1%	*2%*	*2%*	*1%*	**%*	**	**%*	*-%*	*-%*	*-%*	**	*-%*	**	**%*	*1%*	*-%*
This is not important to me - don't mind if not offered	**273**	104	59	71	37	**	38	8	22	8	**	48	**	24	256	16
	19%	*23%*	*16%*	*18%*	*20%*	**	*20%*	*7%*	*19%*	*8%*	**	*14%*	**	*14%*	*19%*	*17%*
		bc					**bd**		**bd**							
This is mandatory to me - a must have	**290**	72	71	103	37	**	42	25	35	46	**	107	**	36	260	30
	20%	*16%*	*19%*	*26%*	*19%*	**	*22%*	*22%*	*30%*	*46%*	**	*32%*	**	*21%*	*20%*	*32%*
				abd						**abc**		c				a
This is a 'nice to have' , but I can live without it being offered	**454**	141	115	123	71	**	52	41	32	30	**	106	**	45	424	29
	32%	*32%*	*31%*	*31%*	*38%*	**	*27%*	*36%*	*27%*	*30%*	**	*32%*	**	*27%*	*32%*	*31%*
					bc											
This is a 'great to have' - makes a difference and can sway my decision	**390**	120	121	105	42	**	59	40	29	16	**	74	**	65	372	18
	27%	*27%*	*32%*	*26%*	*22%*	**	*31%*	*35%*	*25%*	*16%*	**	*22%*	**	*38%*	*28%*	*19%*
			cd				d	d						a		

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1510**	1504	6	423	155	1485	25	416	162	363	1347	203	2
Weighted total	**1424**	1420	4	378	148	1402	22	374	152	297	1240	135	1
This is a negative to me	**17**	17	**	*	-	17	**	*	-	-	17	*	**
	1%	*1%*	**	*%*	-%	*1%*	**	*%*	-%	-%	*1%* a	*%*	**
This is not important to me - don't mind if not offered	**273**	270	**	50	27	266	**	51	25	20	245	20	**
	19%	*19%*	**	*13%*	*18%*	*19%*	**	*14%*	*16%*	*7%*	*20%* a	*15%* a	**
This is mandatory to me - a must have	**290**	290	**	108	42	281	**	105	45	100	240	32	**
	20%	*20%*	**	*29%*	*28%*	*20%*	**	*28%*	*29%*	*34%* bc	*19%*	*24%*	**
This is a 'nice to have' , but I can live without it being offered	**454**	454	**	114	40	453	**	110	44	78	402	43	**
	32%	*32%*	**	*30%*	*27%*	*32%*	**	*29%*	*29%*	*26%*	*32%* a	*32%*	**
This is a 'great to have' - makes a difference and can sway my decision	**390**	389	**	107	39	384	**	107	38	100	336	40	**
	27%	*27%*	**	*28%*	*26%*	*27%*	**	*29%*	*25%*	*33%* b	*27%*	*29%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1510	306	830	132	-	376	391	134	3	1427	938	502	1249	1041	38
Weighted total	1424	264	697	97	-	363	341	114	*	1318	810	453	1180	914	18
This is a negative to me	17 1%	- -%	5 1%	* *%	** **	* *%	* *%	* *%	** **	17 1% c	5 1%	* *%	13 1%	15 2%	** **
This is not important to me - don't mind if not offered	273 19%	11 4%	106 15% a	23 23% ab	** **	41 11%	50 15%	21 18% a	** **	256 19% bc	115 14%	56 12%	181 15%	203 22% ac	** **
This is mandatory to me - a must have	290 20%	92 35% bc	165 24%	24 24%	** **	116 32% b	76 22%	35 31%	** **	259 20%	204 25% a	131 29% a	263 22% b	158 17%	** ** ab
This is a 'nice to have' , but I can live without it being offered	454 32%	72 27%	228 33%	27 28%	** **	104 29%	113 33% c	27 24%	** **	421 32%	257 32%	137 30%	369 31% c	301 33% c	** **
This is a 'great to have' - makes a difference and can sway my decision	390 27%	90 34% bc	193 28%	23 24%	** **	101 28%	101 30%	31 27%	** **	364 28%	228 28%	130 29%	354 30% b	237 26%	** **

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1510	358	261	269	67	73	1154	996	70	13	24	8	1467	1289	1474	1232	1477
Weighted total	1424	315	222	244	66	63	1082	874	60	11	24	7	1376	1161	1381	1121	1390
This is a negative to me	17	*	*	*	-	-	10	14	1	**	**	**	17	11	17	12	17
	1%	*%	*%	*%	-%	-%	1%	2%	1%	**	**	**	1%	1%	1%	1%	1%
This is not important to me - don't mind if not offered	273	32	40	13	6	12	169	193	11	**	**	**	253	197	253	193	264
	19%	10%	18%	5%	9%	20%	16%	22%	19%	**	**	**	18%	17%	18%	17%	19%
		c	ac			ac		a									
This is mandatory to me - a must have	290	90	42	85	23	16	225	158	13	**	**	**	281	248	281	240	289
	20%	29%	19%	35%	35%	26%	21%	18%	21%	**	**	**	20%	21%	20%	21%	21%
		b		b	b												
This is a 'nice to have' , but I can live without it being offered	454	94	86	66	15	18	349	292	25	**	**	**	447	385	448	345	441
	32%	30%	39%	27%	23%	28%	32%	33%	42%	**	**	**	32%	33%	32%	31%	32%
			acd														
This is a 'great to have' - makes a difference and can sway my decision	390	99	54	79	22	17	329	217	10	**	**	**	378	320	382	330	379
	27%	31%	24%	32%	33%	26%	30%	25%	17%	**	**	**	27%	28%	28%	29%	27%
				b			b										

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1510	892	1456	352	12	1267	51	246	1264	223	12	65	208	171	1070	262
Weighted total	1424	810	1367	291	11	1180	57	243	1180	210	16	61	188	155	1032	233
This is a negative to me	**17**	6	17	4	**	15	2	1	16	*	**	-	*	2	11	4
	1%	*1%*	*1%*	*1%*	**	*1%*	*4%*	**%*	*1%*	**%*	**	*-%*	**%*	*1%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**273**	126	251	39	**	231	11	39	234	28	**	8	31	26	198	47
	19%	*16%*	*18%* c	*14%*	**	*20%*	*20%*	*16%*	*20%*	*14%*	**	*13%*	*16%*	*17%*	*19%*	*20%*
This is mandatory to me - a must have	**290**	179	281	62	**	235	12	59	231	59	**	21	51	39	207	44
	20%	*22%*	*21%*	*21%*	**	*20%*	*22%*	*24%*	*20%*	*28%*	**	*34%*	*27%*	*25%*	*20%*	*19%*
This is a 'nice to have' , but I can live without it being offered	**454**	250	441	83	**	373	19	80	373	68	**	17	61	39	333	81
	32%	*31%*	*32%*	*29%*	**	*32%*	*33%*	*33%*	*32%*	*32%*	**	*28%*	*33%*	*25%*	*32%*	*35%* a
This is a 'great to have' - makes a difference and can sway my decision	**390**	250	377	102	**	326	12	64	325	55	**	15	45	48	283	58
	27%	*31%*	*28%*	*35%* b	**	*28%*	*22%*	*26%*	*28%*	*26%*	**	*25%*	*24%*	*31%*	*27%*	*25%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1510**	153	82	1257	865	645
Weighted total	**1424**	159	85	1169	807	616
This is a negative to me	**17**	*	-	17	5	12
	1%	**%*	*-%*	*1%*	*1%*	*2%* a
This is not important to me - don't mind if not offered	**273**	29	7	232	152	120
	19%	*18%* b	*8%*	*20%* b	*19%*	*19%*
This is mandatory to me - a must have	**290**	53	23	213	170	121
	20%	*33%* c	*27%* c	*18%*	*21%*	*20%*
This is a 'nice to have' , but I can live without it being offered	**454**	36	33	382	262	191
	32%	*23%*	*39%* a	*33%* a	*32%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**390**	42	22	325	218	172
	27%	*26%*	*26%*	*28%*	*27%*	*28%*

Columns Tested: a,b,c - a,b

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1510**	145	110	128	173	135	83	122	100	160	137	124	93
Weighted total	**1424**	124	122	118	156	137	81	92	93	164	130	127	80
This is a negative to me	**17**	-	-	*	2	2	2	1	3	6	2	-	-
	1%	-%	-%	*%	*1%*	*1%*	*2%*	*1%*	*3%*	*4%*	*2%*	-%	-%
									a	**abck**			
This is not important to me - don't mind if not offered	**273**	22	20	23	33	15	12	21	25	27	26	22	27
	19%	*17%*	*16%*	*20%*	*21%*	*11%*	*15%*	*23%*	*27%*	*17%*	*20%*	*17%*	*34%*
				e	e			e	**efi**		e		**abcdefijk**
This is mandatory to me - a must have	**290**	30	25	17	43	44	16	12	10	24	23	28	16
	20%	*24%*	*20%*	*15%*	*28%*	*32%*	*20%*	*14%*	*11%*	*15%*	*18%*	*22%*	*20%*
		ghi			**cghij**	**bcfghijl**						h	
This is a 'nice to have' , but I can live without it being offered	**454**	48	55	43	35	48	19	28	30	56	45	38	9
	32%	*39%*	*45%*	*36%*	*23%*	*35%*	*23%*	*30%*	*32%*	*34%*	*35%*	*30%*	*11%*
		dfl	**dfgkl**	**dfl**	l	**dl**	l	l	l	**dl**	**dl**	l	
This is a 'great to have' - makes a difference and can sway my decision	**390**	25	23	34	43	28	32	30	25	50	33	38	28
	27%	*20%*	*19%*	*29%*	*28%*	*21%*	*40%*	*33%*	*27%*	*31%*	*26%*	*30%*	*35%*
							abdej	**abe**		**abe**		b	**abe**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Next day delivery option (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1510**	383	391	382	354
Weighted total	**1424**	365	374	349	336
This is a negative to me	**17**	*	5	10	2
	1%	**%*	*1%*	*3%*	*1%*
			a	**ad**	
This is not important to me - don't mind if not offered	**273**	65	59	74	75
	19%	*18%*	*16%*	*21%*	*22%*
					b
This is mandatory to me - a must have	**290**	72	104	47	68
	20%	*20%*	*28%*	*13%*	*20%*
		c	**acd**		c
This is a 'nice to have' , but I can live without it being offered	**454**	146	102	113	92
	32%	*40%*	*27%*	*33%*	*27%*
		bcd			
This is a 'great to have' - makes a difference and can sway my decision	**390**	82	104	105	99
	27%	*22%*	*28%*	*30%*	*30%*
				a	a

Columns Tested: a,b,c,d

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	d	e
Unweighted total	**1510**	925	369	130	86	-	585	287	260	99	46	125
Weighted total	**1424**	1355	43	15	11	-	68	418	328	92	33	47
This is a negative to me	**47**	44	1	1	*	**	3	11	17	2	**	1
	3%	*3%*	*3%*	*7%* a	*4%*	**	*4%*	*3%*	*5%*	*2%*	**	*1%*
This is not important to me - don't mind if not offered	**184**	176	5	1	1	**	7	56	45	17	**	5
	13%	*13%*	*11%*	*9%*	*13%*	**	*11%*	*13%*	*14%*	*19%*	**	*10%*
This is mandatory to me - a must have	**501**	478	15	5	4	**	23	163	119	31	**	13
	35%	*35%*	*35%*	*33%*	*35%*	**	*34%*	*39%* e	*36%*	*34%*	**	*29%*
This is a 'nice to have' , but I can live without it being offered	**324**	309	10	4	2	**	16	76	64	28	**	16
	23%	*23%*	*23%*	*25%*	*18%*	**	*23%*	*18%*	*20%*	*30%* **ab**	**	*35%* **ab**
This is a 'great to have' - makes a difference and can sway my decision	**367**	349	12	4	3	**	19	112	82	14	**	11
	26%	*26%*	*28%*	*25%*	*30%*	**	*28%*	*27%* c	*25%* c	*15%*	**	*24%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1510	90	71	195	39	94	182	108	90	85	954	168	179	209
Weighted total	1424	124	110	254	47	118	220	132	112	102	1219	64	67	74
This is a negative to me	47	*	7	12	**	8	4	10	3	1	45	*	1	1
	3%	*%	6%	5%	**	7%	2%	7%	2%	1%	4%	1%	2%	1%
			akm	akm		afiklm		afiklm			km			
This is not important to me - don't mind if not offered	184	10	15	36	**	13	32	13	22	13	162	8	8	6
	13%	8%	13%	14%	**	11%	15%	10%	19%	12%	13%	13%	12%	8%
				m	m		m		am		m			
This is mandatory to me - a must have	501	49	19	90	**	30	93	42	38	40	422	23	26	30
	35%	40%	17%	36%	**	25%	42%	32%	34%	39%	35%	36%	39%	41%
		be		b	be		bej	b	b	be	b	b	be	be
This is a 'nice to have' , but I can live without it being offered	324	30	28	57	**	31	45	30	23	25	276	17	13	18
	23%	24%	26%	22%	**	26%	20%	23%	20%	24%	23%	27%	20%	24%
This is a 'great to have' - makes a difference and can sway my decision	367	35	42	58	**	36	45	38	27	24	315	15	18	20
	26%	28%	38%	23%	**	30%	21%	28%	24%	23%	26%	23%	27%	26%
			cdfijk											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	107	57	183	36	87	193	90	92	98	943	174	184	209
Weighted total	**1424**	151	90	238	42	97	243	109	119	121	1210	69	72	73
This is a negative to me	**47**	*	7	14	**	6	6	10	*	1	45	*	1	1
	3%	**%*	*7%*	*6%*	**	*6%*	*3%*	*9%*	**%*	*1%*	*4%*	*1%*	*2%*	*1%*
			ahiklm	**ahiklm**		**ahiklm**		**afhijklm**			**km**			
This is not important to me - don't mind if not offered	**184**	14	12	32	**	7	34	9	26	15	162	8	8	6
	13%	*9%*	*13%*	*13%*	**	*7%*	*14%*	*9%*	*22%*	*12%*	*13%*	*12%*	*11%*	*8%*
					abcefgijkl		m		**aegjklm**		m			
					m									
This is mandatory to me - a must have	**501**	61	12	81	**	26	99	38	40	44	422	23	26	30
	35%	*40%*	*14%*	*34%*	**	*27%*	*41%*	*35%*	*34%*	*36%*	*35%*	*34%*	*36%*	*41%*
		b		b	**bej**		**be**	b	b	b	b	b	b	**be**
This is a 'nice to have' , but I can live without it being offered	**324**	29	28	52	**	26	53	22	23	33	271	20	16	17
	23%	*19%*	*31%*	*22%*	**	*27%*	*22%*	*20%*	*19%*	*28%*	*22%*	*29%*	*22%*	*24%*
			d			d				d		d		
This is a 'great to have' - makes a difference and can sway my decision	**367**	47	32	58	**	32	51	30	29	28	310	17	21	20
	26%	*31%*	*35%*	*25%*	**	*32%*	*21%*	*28%*	*25%*	*23%*	*26%*	*24%*	*29%*	*27%*
		df	**df**	d		**df**		d	d	d	d	d	d	d

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1510	36	131	31	134	329	62	79	693	1121	389	1322	188	1457	53
Weighted total	1424	31	120	27	119	388	50	75	600	1136	288	1278	145	1359	64
This is a negative to me	**47**	**	6	**	8	6	2	2	22	40	7	38	9	46	1
	3%	**	*5%*	**	*7%*	*2%*	*4%*	*3%*	*4%*	*4%*	*2%*	*3%*	*6%*	*3%*	*2%*
			e		e								a		
This is not important to me - don't mind if not offered	**184**	**	18	**	17	46	5	7	82	153	31	159	25	169	15
	13%	**	*15%*	**	*15%*	*12%*	*9%*	*9%*	*14%*	*13%*	*11%*	*12%*	*17%*	*12%*	*23%*
			a	**aefg**	a	a			a						a
This is mandatory to me - a must have	**501**	**	42	**	39	127	16	32	225	395	106	454	47	483	18
	35%	**	*35%*	**	*33%*	*33%*	*32%*	*43%*	*37%*	*35%*	*37%*	*36%*	*32%*	*36%*	*28%*
								c	c						
This is a 'nice to have' , but I can live without it being offered	**324**	**	18	**	19	84	16	22	141	251	73	291	33	308	16
	23%	**	*15%*	**	*16%*	*22%*	*32%*	*29%*	*23%*	*22%*	*25%*	*23%*	*23%*	*23%*	*25%*
		bd		**bd**			**bd**	**bd**	b						
This is a 'great to have' - makes a difference and can sway my decision	**367**	**	36	**	35	125	11	12	131	296	71	336	32	352	15
	26%	**	*30%*	**	*30%*	*32%*	*23%*	*16%*	*22%*	*26%*	*25%*	*26%*	*22%*	*26%*	*23%*
		g	**gh**		**gh**	**gh**									

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1510	855	267	378	1083	357	61	6	3	-	-	-	1440	70	396	687	427
Weighted total	1424	796	266	350	1114	265	41	3	*	-	-	-	1379	44	464	650	310
This is a negative to me	47	33	8	5	33	13	*	**	**	**	**	**	46	1	19	14	14
	3%	4%	3%	1%	3%	5%	1%	**	**	**	**	**	3%	1%	4%	2%	4%
		c															b
This is not important to me - don't mind if not offered	184	124	28	30	161	19	3	**	**	**	**	**	181	3	78	84	22
	13%	16%	10%	8%	14%	7%	7%	**	**	**	**	**	13%	7%	17%	13%	7%
		bc			b								b		c	c	
This is mandatory to me - a must have	501	223	119	155	344	133	22	**	**	**	**	**	477	25	122	222	157
	35%	28%	45%	44%	31%	50%	53%	**	**	**	**	**	35%	56%	26%	34%	51%
			a	a		ai	ai							ai		a	ab
This is a 'nice to have' , but I can live without it being offered	324	210	42	67	270	45	9	**	**	**	**	**	315	9	110	160	54
	23%	26%	16%	19%	24%	17%	21%	**	**	**	**	**	23%	20%	24%	25%	17%
		bc			b								b		c	c	
This is a 'great to have' - makes a difference and can sway my decision	367	206	69	93	305	55	7	**	**	**	**	**	360	7	135	170	62
	26%	26%	26%	26%	27%	21%	17%	**	**	**	**	**	26%	16%	29%	26%	20%
					bj								b		c	c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1510	1428	947	1510	578	493	996	1316	93	44	42	9	6	-	549	15	7	5	1	1	-	2
Weighted total	1424	1318	815	1424	526	386	871	1302	64	27	22	4	4	-	509	11	3	3	*	*	-	1
This is a negative to me	47	47	28	47	12	8	24	44	*	**	**	**	**	**	12	**	**	**	**	**	**	**
	3%	4%	3%	3%	2%	2%	3%	3%	1%	**	**	**	**	**	2%	**	**	**	**	**	**	**
										b												
This is not important to me - don't mind if not offered	184	174	105	184	57	36	98	174	9	**	**	**	**	**	57	**	**	**	**	**	**	**
	13%	13%	13%	13%	11%	9%	11%	13%	14%	**	**	**	**	**	11%	**	**	**	**	**	**	**
		e	e	e				c	c													
This is mandatory to me - a must have	501	446	322	501	220	161	345	438	27	**	**	**	**	**	208	**	**	**	**	**	**	**
	35%	34%	39%	35%	42%	42%	40%	34%	41%	**	**	**	**	**	41%	**	**	**	**	**	**	**
			ac		ac	ac	ac			ab	ab											
This is a 'nice to have' , but I can live without it being offered	324	303	165	324	100	85	178	297	18	**	**	**	**	**	95	**	**	**	**	**	**	**
	23%	23%	20%	23%	19%	22%	20%	23%	28%	**	**	**	**	**	19%	**	**	**	**	**	**	**
		d						c	c		c											
This is a 'great to have' - makes a difference and can sway my decision	367	348	195	367	137	97	225	349	10	**	**	**	**	**	136	**	**	**	**	**	**	**
	26%	26%	24%	26%	26%	25%	26%	27%	15%	**	**	**	**	**	27%	**	**	**	**	**	**	**
								b														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1510	370	368	427	334	11	181	131	146	115	5	320	25	228	1410	100
Weighted total	1424	444	373	404	188	14	190	114	119	99	4	334	14	171	1330	94
This is a negative to me	47	15	10	18	1	**	1	4	2	4	**	6	**	5	44	2
	3%	3%	3%	5%	1%	**	1%	4%	2%	4%	**	2%	**	3%	3%	3%
		d	d	d				a		a						
This is not important to me - don't mind if not offered	184	79	42	44	15	**	23	9	15	10	**	37	**	18	173	10
	13%	18%	11%	11%	8%	**	12%	8%	12%	11%	**	11%	**	10%	13%	11%
		bcd														
This is mandatory to me - a must have	501	130	119	169	80	**	71	43	54	51	**	142	**	74	454	47
	35%	29%	32%	42%	42%	**	37%	37%	45%	51%	**	42%	**	43%	34%	51%
				ab	ab					ab						a
This is a 'nice to have' , but I can live without it being offered	324	110	90	82	38	**	44	19	23	14	**	62	**	33	302	22
	23%	25%	24%	20%	20%	**	23%	17%	19%	14%	**	19%	**	19%	23%	24%
This is a 'great to have' - makes a difference and can sway my decision	367	110	112	91	54	**	52	39	25	19	**	87	**	42	356	11
	26%	25%	30%	23%	29%	**	27%	34%	21%	19%	**	26%	**	24%	27%	12%
			c		c			cd							b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1510**	1504	6	423	155	1485	25	416	162	363	1347	203	2
Weighted total	**1424**	1420	4	378	148	1402	22	374	152	297	1240	135	1
This is a negative to me	**47**	47	**	9	2	47	**	9	2	9	43	7	**
	3%	*3%*	**	*2%*	*2%*	*3%*	**	*2%*	*2%*	*3%*	*3%*	*5%*	**
This is not important to me - don't mind if not offered	**184**	183	**	41	16	181	**	39	18	34	161	14	**
	13%	*13%*	**	*11%*	*11%*	*13%*	**	*10%*	*12%*	*12%*	*13%*	*10%*	**
This is mandatory to me - a must have	**501**	499	**	150	70	494	**	150	70	122	424	47	**
	35%	*35%*	**	*40%*	*48%*	*35%*	**	*40%*	*46%*	*41%* b	*34%*	*35%*	**
This is a 'nice to have' , but I can live without it being offered	**324**	324	**	73	27	317	**	71	29	47	286	31	**
	23%	*23%*	**	*19%*	*18%*	*23%*	**	*19%*	*19%*	*16%*	*23%* a	*23%* a	**
This is a 'great to have' - makes a difference and can sway my decision	**367**	367	**	105	32	362	**	105	32	85	325	36	**
	26%	*26%*	**	*28%*	*22%*	*26%*	**	*28%*	*21%*	*29%*	*26%*	*27%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1510	306	830	132	-	376	391	134	3	1427	938	502	1249	1041	38
Weighted total	1424	264	697	97	-	363	341	114	*	1318	810	453	1180	914	18
This is a negative to me	**47**	12	24	7	**	9	8	5	**	47	28	12	45	21	**
	3%	*4%*	*3%*	*7%*	**	*2%*	*2%*	*4%*	**	*4%*	*3%*	*3%*	*4%*	*2%*	**
				b									b		
This is not important to me - don't mind if not offered	**184**	31	86	12	**	43	27	6	**	174	105	42	140	108	**
	13%	*12%*	*12%*	*13%*	**	*12%*	*8%*	*5%*	**	*13%*	*13%*	*9%*	*12%*	*12%*	**
						c				c	c				
This is mandatory to me - a must have	**501**	117	273	32	**	161	143	50	**	446	321	189	433	320	**
	35%	*44%*	*39%*	*33%*	**	*45%*	*42%*	*43%*	**	*34%*	*40%*	*42%*	*37%*	*35%*	**
		c									a	a			
This is a 'nice to have' , but I can live without it being offered	**324**	42	139	21	**	63	59	26	**	303	165	85	258	216	**
	23%	*16%*	*20%*	*22%*	**	*17%*	*17%*	*23%*	**	*23%*	*20%*	*19%*	*22%*	*24%*	**
										c					
This is a 'great to have' - makes a difference and can sway my decision	**367**	63	175	25	**	86	103	27	**	348	192	126	303	249	**
	26%	*24%*	*25%*	*25%*	**	*24%*	*30%*	*24%*	**	*26%*	*24%*	*28%*	*26%*	*27%*	**
							a								

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1510	358	261	269	67	73	1154	996	70	13	24	8	1467	1289	1474	1232	1477
Weighted total	1424	315	222	244	66	63	1082	874	60	11	24	7	1376	1161	1381	1121	1390
This is a negative to me	**47**	10	*	4	2	4	39	25	1	**	**	**	47	34	47	32	42
	3%	*3%*	**%*	*2%*	*4%*	*7%*	*4%*	*3%*	*1%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
		b			b	**bc**											
This is not important to me - don't mind if not offered	**184**	21	17	25	-	3	116	103	5	**	**	**	175	153	175	133	183
	13%	*7%*	*8%*	*10%*	*-%*	*4%*	*11%*	*12%*	*8%*	**	**	**	*13%*	*13%*	*13%*	*12%*	*13%*
		d	d	d													
This is mandatory to me - a must have	**501**	149	87	107	32	27	397	305	36	**	**	**	487	424	491	394	494
	35%	*47%*	*39%*	*44%*	*49%*	*42%*	*37%*	*35%*	*61%*	**	**	**	*35%*	*37%*	*36%*	*35%*	*36%*
		b															
This is a 'nice to have' , but I can live without it being offered	**324**	51	49	38	14	12	242	202	14	**	**	**	307	238	307	251	307
	23%	*16%*	*22%*	*16%*	*21%*	*19%*	*22%*	*23%*	*24%*	**	**	**	*22%*	*20%*	*22%*	*22%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**367**	83	68	69	17	17	288	240	4	**	**	**	360	312	361	310	364
	26%	*26%*	*31%*	*28%*	*26%*	*27%*	*27%*	*27%*	*7%*	**	**	**	*26%*	*27%*	*26%*	*28%*	*26%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1510	892	1456	352	12	1267	51	246	1264	223	12	65	208	171	1070	262
Weighted total	1424	810	1367	291	11	1180	57	243	1180	210	16	61	188	155	1032	233
This is a negative to me	**47**	24	43	8	**	34	4	5	42	5	**	2	2	5	35	7
	3%	*3%*	*3%*	*3%*	**	*3%*	*7%*	*2%*	*4%*	*2%*	**	*4%*	*1%*	*3%*	*3%*	*3%*
This is not important to me - don't mind if not offered	**184**	95	168	31	**	158	5	19	165	27	**	6	24	9	139	35
	13%	*12%*	*12%*	*11%*	**	*13%*	*8%*	*8%*	*14%* a	*13%*	**	*10%*	*13%*	*6%*	*13%* a	*15%* a
This is mandatory to me - a must have	**501**	298	489	99	**	388	29	110	391	90	**	28	81	72	351	78
	35%	*37%*	*36%*	*34%*	**	*33%*	*51%* a	*45%* b	*33%*	*43%*	**	*46%*	*43%*	*47%* **bc**	*34%*	*34%*
This is a 'nice to have' , but I can live without it being offered	**324**	177	306	71	**	278	13	45	279	40	**	11	41	31	224	66
	23%	*22%*	*22%*	*24%*	**	*24%*	*22%*	*19%*	*24%*	*19%*	**	*17%*	*22%*	*20%*	*22%*	*28%* b
This is a 'great to have' - makes a difference and can sway my decision	**367**	216	361	82	**	323	7	65	303	49	**	14	40	38	283	47
	26%	*27%*	*26%*	*28%*	**	*27%* b	*12%*	*27%*	*26%*	*23%*	**	*23%*	*21%*	*24%*	*27%* c	*20%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1510**	153	82	1257	865	645
Weighted total	**1424**	159	85	1169	807	616
This is a negative to me	**47**	4	4	38	17	30
	3%	*3%*	*5%*	*3%*	*2%*	*5%* a
This is not important to me - don't mind if not offered	**184**	21	10	153	107	77
	13%	*13%*	*11%*	*13%*	*13%*	*12%*
This is mandatory to me - a must have	**501**	59	31	408	315	187
	35%	*37%*	*37%*	*35%*	*39%* b	*30%*
This is a 'nice to have' , but I can live without it being offered	**324**	33	19	268	176	148
	23%	*20%*	*22%*	*23%*	*22%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**367**	42	21	301	193	175
	26%	*26%*	*25%*	*26%*	*24%*	*28%* a

Columns Tested: a,b,c - a,b

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1510	145	110	128	173	135	83	122	100	160	137	124	93
Weighted total	1424	124	122	118	156	137	81	92	93	164	130	127	80
This is a negative to me	**47**	3	2	6	4	2	1	9	5	5	5	5	1
	3%	*2%*	*2%*	*5%*	*2%*	*1%*	*1%*	*9%*	*5%*	*3%*	*4%*	*4%*	*1%*
								abdefil					
This is not important to me - don't mind if not offered	**184**	8	12	16	24	13	12	12	13	32	15	10	17
	13%	*6%*	*10%*	*14%*	*15%*	*9%*	*15%*	*13%*	*15%*	*19%*	*11%*	*8%*	*22%*
				a	**ak**		a		a	**abek**			**abejk**
This is mandatory to me - a must have	**501**	50	59	49	67	65	25	22	23	50	44	28	19
	35%	*41%*	*48%*	*42%*	*43%*	*47%*	*31%*	*23%*	*25%*	*31%*	*34%*	*22%*	*24%*
		ghkl	**fghijkl**	**ghkl**	**ghikl**	**fghijkl**					k		
This is a 'nice to have' , but I can live without it being offered	**324**	37	22	23	30	29	17	22	26	29	34	39	15
	23%	*29%*	*18%*	*20%*	*20%*	*21%*	*22%*	*24%*	*28%*	*18%*	*27%*	*31%*	*19%*
		bdi										**bcdi**	
This is a 'great to have' - makes a difference and can sway my decision	**367**	27	26	23	31	29	26	28	26	47	31	45	28
	26%	*22%*	*22%*	*20%*	*20%*	*21%*	*32%*	*30%*	*28%*	*29%*	*24%*	*35%*	*34%*
							cd	d				**abcdej**	**abcde**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Delivery within 3 days (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1510**	383	391	382	354
Weighted total	**1424**	365	374	349	336
This is a negative to me	**47**	11	6	19	11
	3%	*3%*	*2%*	*5%*	*3%*
				b	
This is not important to me - don't mind if not offered	**184**	36	48	57	42
	13%	*10%*	*13%*	*16%*	*12%*
				a	
This is mandatory to me - a must have	**501**	159	156	95	91
	35%	*44%*	*42%*	*27%*	*27%*
		cd	**cd**		
This is a 'nice to have' , but I can live without it being offered	**324**	82	76	77	89
	23%	*23%*	*20%*	*22%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**367**	76	86	101	104
	26%	*21%*	*23%*	*29%*	*31%*
				a	**ab**

Columns Tested: a,b,c,d

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1510	925	369	130	86	-	585	287	260	99	46	125
Weighted total	1424	1355	43	15	11	-	68	418	328	92	33	47
This is a negative to me	28	26	1	*	1	**	2	2	9	*	**	*
	2%	2%	1%	3%	8%	**	3%	1%	3%	*%	**	*%
					abf				a			
This is not important to me - don't mind if not offered	181	171	6	3	2	**	10	47	33	24	**	6
	13%	13%	14%	18%	15%	**	15%	11%	10%	26%	**	12%
										abe		
This is mandatory to me - a must have	423	405	11	4	2	**	18	143	106	25	**	12
	30%	30%	27%	25%	22%	**	26%	34%	32%	27%	**	25%
This is a 'nice to have' , but I can live without it being offered	308	292	11	4	2	**	16	77	77	23	**	13
	22%	22%	25%	26%	18%	**	24%	19%	23%	25%	**	27%
This is a 'great to have' - makes a difference and can sway my decision	484	461	14	4	4	**	22	148	103	20	**	17
	34%	34%	33%	28%	37%	**	33%	35%	31%	22%	**	36%
								c				c

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1510	90	71	195	39	94	182	108	90	85	954	168	179	209
Weighted total	1424	124	110	254	47	118	220	132	112	102	1219	64	67	74
This is a negative to me	28	-	-	2	**	10	4	2	2	4	25	1	1	1
	2%	-%	-%	1%	**	9%	2%	2%	2%	4%	2%	1%	1%	2%
						abcfghjklm								
This is not important to me - don't mind if not offered	181	19	12	31	**	9	11	19	21	19	148	9	13	12
	13%	15%	11%	12%	**	8%	5%	14%	19%	19%	12%	13%	19%	16%
		f		f				f	ef	ef	f	f	efj	f
This is mandatory to me - a must have	423	33	33	80	**	27	95	35	22	26	370	15	19	18
	30%	27%	30%	32%	**	23%	43%	27%	20%	25%	30%	24%	29%	25%
				h	ehkm		aceghijklm				h			
This is a 'nice to have' , but I can live without it being offered	308	32	19	58	**	22	48	28	27	18	257	14	15	21
	22%	25%	17%	23%	**	18%	22%	22%	24%	18%	21%	23%	23%	29%
														bdeij
This is a 'great to have' - makes a difference and can sway my decision	484	40	47	82	**	50	62	48	39	35	419	25	19	21
	34%	33%	42%	33%	**	42%	28%	36%	35%	34%	34%	39%	28%	28%
			flm			flm						flm		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	107	57	183	36	87	193	90	92	98	943	174	184	209
Weighted total	**1424**	151	90	238	42	97	243	109	119	121	1210	69	72	73
This is a negative to me	**28**	*	-	2	**	6	6	2	2	4	25	1	1	1
	2%	**%*	*-%*	*1%*	**	*6%*	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*1%*	*2%*
					ackl	**acjklm**								
This is not important to me - don't mind if not offered	**181**	16	7	29	**	8	21	13	24	26	146	9	15	12
	13%	*11%*	*8%*	*12%*	**	*8%*	*9%*	*12%*	*20%*	*21%*	*12%*	*13%*	*21%*	*16%*
									bdefj	**abcdefj**			**abcdefjk**	f
This is mandatory to me - a must have	**423**	35	29	74	**	19	102	31	26	26	370	15	19	18
	30%	*23%*	*32%*	*31%*	**	*19%*	*42%*	*29%*	*22%*	*21%*	*31%*	*22%*	*27%*	*25%*
				ekabcefghijk			**aceghijklm**				**ek**			
					lm									
This is a 'nice to have' , but I can live without it being offered	**308**	39	14	51	**	21	47	31	27	22	255	15	18	21
	22%	*26%*	*16%*	*22%*	**	*22%*	*19%*	*28%*	*22%*	*18%*	*21%*	*22%*	*25%*	*29%*
		d		d		d	d	d	d		d	d	d	**dfj**
This is a 'great to have' - makes a difference and can sway my decision	**484**	61	40	81	**	43	67	32	40	43	414	29	19	21
	34%	*40%*	*45%*	*34%*	**	*44%*	*28%*	*30%*	*34%*	*35%*	*34%*	*43%*	*27%*	*29%*
		dflm	**dflm**	d		**dfglm**				d	d	**dfgjlm**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1510	36	131	31	134	329	62	79	693	1121	389	1322	188	1457	53
Weighted total	1424	31	120	27	119	388	50	75	600	1136	288	1278	145	1359	64
This is a negative to me	28	**	2	**	*	8	*	4	12	21	7	22	6	27	*
	2%	**	2%	**	*%	2%	*%	6%	2%	2%	2%	2%	4%	2%	*%
								d					a		
This is not important to me - don't mind if not offered	181	**	11	**	14	74	7	5	57	139	42	163	18	163	17
	13%	**	9%	**	12%	19%	14%	6%	10%	12%	14%	13%	12%	12%	27%
				bdgh		bdgh									a
This is mandatory to me - a must have	423	**	36	**	33	96	17	24	200	353	70	380	43	407	16
	30%	**	30%	**	28%	25%	35%	33%	33%	31%	25%	30%	30%	30%	25%
									e	b					
This is a 'nice to have' , but I can live without it being offered	308	**	18	**	33	79	7	20	127	242	66	278	31	293	15
	22%	**	15%	**	28%	20%	13%	27%	21%	21%	23%	22%	21%	22%	24%
		bf			bf			b							
This is a 'great to have' - makes a difference and can sway my decision	484	**	53	**	39	130	19	22	203	381	102	436	48	468	15
	34%	**	44%	**	33%	34%	38%	29%	34%	34%	36%	34%	33%	34%	24%
			cdegh												

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1510	855	267	378	1083	357	61	6	3	-	-	-	1440	70	396	687	427
Weighted total	1424	796	266	350	1114	265	41	3	*	-	-	-	1379	44	464	650	310
This is a negative to me	28	15	6	6	21	7	*	**	**	**	**	**	27	*	9	12	7
	2%	2%	2%	2%	2%	3%	1%	**	**	**	**	**	2%	*%	2%	2%	2%
This is not important to me - don't mind if not offered	181	105	29	46	136	33	10	**	**	**	**	**	169	12	66	70	45
	13%	13%	11%	13%	12%	12%	24%	**	**	**	**	**	12%	27%	14%	11%	15%
							abi							abi			
This is mandatory to me - a must have	423	207	86	128	307	100	15	**	**	**	**	**	407	16	107	200	116
	30%	26%	32%	37%	28%	38%	38%	**	**	**	**	**	29%	37%	23%	31%	38%
			a	a		ai										a	ab
This is a 'nice to have' , but I can live without it being offered	308	174	58	73	243	56	9	**	**	**	**	**	299	10	95	147	66
	22%	22%	22%	21%	22%	21%	23%	**	**	**	**	**	22%	22%	21%	23%	21%
This is a 'great to have' - makes a difference and can sway my decision	484	294	87	97	408	70	6	**	**	**	**	**	477	6	188	220	76
	34%	37%	33%	28%	37%	26%	14%	**	**	**	**	**	35%	14%	40%	34%	24%
		c			bcj	cj							bcj		bc	c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1510	1428	947	1510	578	493	996	1316	93	44	42	9	6	-	549	15	7	5	1	1	-	2
Weighted total	1424	1318	815	1424	526	386	871	1302	64	27	22	4	4	-	509	11	3	3	*	*	-	1
This is a negative to me	28	28	11	28	9	6	22	26	*	**	**	**	**	**	9	**	**	**	**	**	**	**
	2%	2%	1%	2%	2%	1%	3%	2%	*%	**	**	**	**	**	2%	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	181	165	105	181	73	48	97	161	10	**	**	**	**	**	68	**	**	**	**	**	**	**
	13%	13%	13%	13%	14%	12%	11%	12%	15%	**	**	**	**	**	13%	**	**	**	**	**	**	**
This is mandatory to me - a must have	423	398	257	423	167	125	268	376	24	**	**	**	**	**	159	**	**	**	**	**	**	**
	30%	30%	32%	30%	32%	32%	31%	29%	38%	**	**	**	**	**	31%	**	**	**	**	**	**	**
										a												
This is a 'nice to have' , but I can live without it being offered	308	284	179	308	113	86	195	283	19	**	**	**	**	**	112	**	**	**	**	**	**	**
	22%	22%	22%	22%	21%	22%	22%	22%	29%	**	**	**	**	**	22%	**	**	**	**	**	**	**
								c	cd													
This is a 'great to have' - makes a difference and can sway my decision	484	443	263	484	164	122	289	456	11	**	**	**	**	**	160	**	**	**	**	**	**	**
	34%	34%	32%	34%	31%	32%	33%	35%	17%	**	**	**	**	**	32%	**	**	**	**	**	**	**
								b		b												

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1510	370	368	427	334	11	181	131	146	115	5	320	25	228	1410	100
Weighted total	1424	444	373	404	188	14	190	114	119	99	4	334	14	171	1330	94
This is a negative to me	**28**	9	5	6	8	**	3	2	2	2	**	7	**	2	28	*
	2%	*2%*	*1%*	*1%*	*4%*	**	*1%*	*2%*	*2%*	*2%*	**	*2%*	**	*1%*	*2%*	**%*
					bc											
This is not important to me - don't mind if not offered	**181**	47	60	48	26	**	21	15	14	24	**	46	**	23	166	15
	13%	*11%*	*16%*	*12%*	*14%*	**	*11%*	*13%*	*11%*	*24%*	**	*14%*	**	*14%*	*12%*	*16%*
			a							**abc**						
This is mandatory to me - a must have	**423**	116	94	141	61	**	56	32	37	40	**	108	**	54	400	23
	30%	*26%*	*25%*	*35%*	*33%*	**	*30%*	*28%*	*31%*	*41%*	**	*32%*	**	*32%*	*30%*	*25%*
				ab	b					b						
This is a 'nice to have' , but I can live without it being offered	**308**	101	80	78	46	**	47	20	27	18	**	68	**	37	276	32
	22%	*23%*	*21%*	*19%*	*24%*	**	*25%*	*18%*	*23%*	*18%*	**	*20%*	**	*22%*	*21%*	*34%*
																a
This is a 'great to have' - makes a difference and can sway my decision	**484**	171	134	132	47	**	64	44	39	15	**	105	**	54	461	23
	34%	*38%*	*36%*	*33%*	*25%*	**	*33%*	*39%*	*33%*	*15%*	**	*31%*	**	*32%*	*35%*	*25%*
		d	d	d			d	d	d						b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1510**	1504	6	423	155	1485	25	416	162	363	1347	203	2
Weighted total	**1424**	1420	4	378	148	1402	22	374	152	297	1240	135	1
This is a negative to me	**28**	28	**	7	2	28	**	7	2	3	28	*	**
	2%	*2%*	**	*2%*	*2%*	*2%*	**	*2%*	*2%*	*1%*	*2%* c	*%*	**
This is not important to me - don't mind if not offered	**181**	181	**	50	23	175	**	48	25	26	159	16	**
	13%	*13%*	**	*13%*	*16%*	*12%*	**	*13%*	*17%*	*9%*	*13%* a	*12%*	**
This is mandatory to me - a must have	**423**	421	**	127	40	419	**	129	37	92	377	43	**
	30%	*30%*	**	*34%*	*27%*	*30%*	**	*35%* b	*25%*	*31%*	*30%*	*32%*	**
This is a 'nice to have' , but I can live without it being offered	**308**	308	**	79	34	300	**	79	34	61	256	31	**
	22%	*22%*	**	*21%*	*23%*	*21%*	**	*21%*	*23%*	*20%*	*21%*	*23%*	**
This is a 'great to have' - makes a difference and can sway my decision	**484**	483	**	115	49	480	**	111	52	116	419	46	**
	34%	*34%*	**	*30%*	*33%*	*34%*	**	*30%*	*35%*	*39%*	*34%*	*34%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1510	306	830	132	-	376	391	134	3	1427	938	502	1249	1041	38
Weighted total	1424	264	697	97	-	363	341	114	*	1318	810	453	1180	914	18
This is a negative to me	28	2	11	-	**	2	9	1	**	28	11	7	16	23	**
	2%	1%	2%	-%	**	1%	3% a	1%	**	2%	1%	1%	1%	2%	**
This is not important to me - don't mind if not offered	181	26	94	18	**	45	52	21	**	165	105	63	140	132	**
	13%	10%	13%	19% a	**	12%	15%	19%	**	13%	13%	14%	12%	14%	**
This is mandatory to me - a must have	423	86	211	32	**	123	102	32	**	398	257	151	349	272	**
	30%	32%	30%	33%	**	34%	30%	28%	**	30%	32%	33%	30%	30%	**
This is a 'nice to have' , but I can live without it being offered	308	59	155	19	**	81	69	23	**	284	178	95	260	191	**
	22%	22%	22%	20%	**	22%	20%	20%	**	22%	22%	21%	22%	21%	**
This is a 'great to have' - makes a difference and can sway my decision	484	93	226	27	**	112	108	37	**	443	260	138	415	296	**
	34%	35%	32%	28%	**	31%	32%	33%	**	34%	32%	30%	35% c	32%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1510	358	261	269	67	73	1154	996	70	13	24	8	1467	1289	1474	1232	1477
Weighted total	1424	315	222	244	66	63	1082	874	60	11	24	7	1376	1161	1381	1121	1390
This is a negative to me	**28**	5	6	*	-	1	16	23	*	**	**	**	26	19	26	21	27
	2%	*2%*	*3%*	**%*	*-%*	*1%*	*1%*	*3%*	**%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
			c														
This is not important to me - don't mind if not offered	**181**	47	28	25	12	15	137	127	4	**	**	**	169	135	169	127	178
	13%	*15%*	*13%*	*10%*	*18%*	*24%*	*13%*	*15%*	*6%*	**	**	**	*12%*	*12%*	*12%*	*11%*	*13%*
						abc											
This is mandatory to me - a must have	**423**	102	70	82	18	20	316	265	28	**	**	**	408	362	408	345	419
	30%	*32%*	*31%*	*34%*	*27%*	*31%*	*29%*	*30%*	*47%*	**	**	**	*30%*	*31%*	*30%*	*31%*	*30%*
This is a 'nice to have' , but I can live without it being offered	**308**	62	46	51	12	7	224	185	13	**	**	**	302	248	303	240	298
	22%	*20%*	*21%*	*21%*	*18%*	*11%*	*21%*	*21%*	*21%*	**	**	**	*22%*	*21%*	*22%*	*21%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**484**	99	72	85	24	20	389	274	15	**	**	**	471	396	475	388	468
	34%	*31%*	*33%*	*35%*	*37%*	*32%*	*36%*	*31%*	*25%*	**	**	**	*34%*	*34%*	*34%*	*35%*	*34%*
							b										

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1510	892	1456	352	12	1267	51	246	1264	223	12	65	208	171	1070	262
Weighted total	1424	810	1367	291	11	1180	57	243	1180	210	16	61	188	155	1032	233
This is a negative to me	**28**	12	26	3	**	25	*	*	28	3	**	*	3	-	20	7
	2%	*1%*	*2%*	*1%*	**	*2%*	*%*	*%*	*2%* a	*1%*	**	*%*	*2%*	-%	*2%*	*3%* a
This is not important to me - don't mind if not offered	**181**	85	163	37	**	153	3	36	145	28	**	6	28	23	142	16
	13%	*10%*	*12%*	*13%*	**	*13%*	*5%*	*15%*	*12%*	*14%*	**	*9%*	*15%*	*15%* c	*14%* c	*7%*
This is mandatory to me - a must have	**423**	262	409	79	**	344	24	86	337	54	**	24	46	50	298	75
	30%	*32%*	*30%*	*27%*	**	*29%*	*43%* a	*35%* b	*29%*	*25%*	**	*40%* b	*24%*	*32%*	*29%*	*32%*
This is a 'nice to have' , but I can live without it being offered	**308**	167	297	60	**	257	18	33	276	58	**	15	50	40	210	57
	22%	*21%*	*22%*	*21%*	**	*22%*	*32%*	*13%*	*23%* a	*28%*	**	*25%*	*27%*	*26%*	*20%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**484**	284	472	112	**	402	12	89	394	67	**	16	62	42	362	79
	34%	*35%*	*35%*	*39%*	**	*34%*	*21%*	*37%*	*33%*	*32%*	**	*26%*	*33%*	*27%*	*35%* a	*34%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1510**	153	82	1257	865	645
Weighted total	**1424**	159	85	1169	807	616
This is a negative to me	**28**	2	-	23	11	17
	2%	*1%*	*-%*	*2%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**181**	11	6	162	81	100
	13%	*7%*	*7%*	*14%*	*10%*	*16%*
				a		a
This is mandatory to me - a must have	**423**	58	35	329	253	170
	30%	*37%*	*41%*	*28%*	*31%*	*28%*
		c	c			
This is a 'nice to have' , but I can live without it being offered	**308**	39	17	248	175	133
	22%	*25%*	*20%*	*21%*	*22%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**484**	48	27	407	288	196
	34%	*30%*	*32%*	*35%*	*36%*	*32%*

Columns Tested: a,b,c - a,b

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1510**	145	110	128	173	135	83	122	100	160	137	124	93
Weighted total	**1424**	124	122	118	156	137	81	92	93	164	130	127	80
This is a negative to me	**28**	1	*	2	4	*	2	4	2	6	3	*	3
	2%	*1%*	**%*	*2%*	*2%*	**%*	*2%*	*4%*	*2%*	*4%*	*2%*	**%*	*3%*
								bek		e			
This is not important to me - don't mind if not offered	**181**	15	14	9	20	16	9	18	10	20	18	17	14
	13%	*12%*	*12%*	*8%*	*13%*	*12%*	*11%*	*19%*	*11%*	*12%*	*14%*	*14%*	*18%*
								c					c
This is mandatory to me - a must have	**423**	56	32	26	66	51	20	16	22	40	36	36	21
	30%	*45%*	*27%*	*22%*	*42%*	*37%*	*25%*	*17%*	*24%*	*24%*	*28%*	*29%*	*26%*
		bcfghijkl			**bcfghijkl**	**cghi**					g	g	
This is a 'nice to have' , but I can live without it being offered	**308**	22	36	33	33	34	20	20	16	31	26	26	12
	22%	*17%*	*29%*	*28%*	*21%*	*25%*	*24%*	*22%*	*17%*	*19%*	*20%*	*21%*	*15%*
			ahil	**al**									
This is a 'great to have' - makes a difference and can sway my decision	**484**	30	39	48	33	35	30	34	43	67	47	46	31
	34%	*24%*	*32%*	*40%*	*21%*	*26%*	*37%*	*37%*	*46%*	*41%*	*36%*	*37%*	*38%*
			d	**ade**			**ad**	**ad**	**abde**	**ade**	**ad**	**ad**	**ade**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Convenient to post (within ½ mile) (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1510**	383	391	382	354
Weighted total	**1424**	365	374	349	336
This is a negative to me	**28**	4	6	12	6
	2%	*1%*	*2%*	*3%*	*2%*
				a	
This is not important to me - don't mind if not offered	**181**	39	45	48	49
	13%	*11%*	*12%*	*14%*	*15%*
This is mandatory to me - a must have	**423**	115	137	78	94
	30%	*31%*	*37%*	*22%*	*28%*
		c	**cd**		
This is a 'nice to have' , but I can live without it being offered	**308**	90	87	67	64
	22%	*25%*	*23%*	*19%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**484**	117	99	144	124
	34%	*32%*	*26%*	*41%*	*37%*
				ab	b

Columns Tested: a,b,c,d

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	d	e
Unweighted total	**1510**	925	369	130	86	-	585	287	260	99	46	125
Weighted total	**1424**	1355	43	15	11	-	68	418	328	92	33	47
This is a negative to me	**23**	23	*	-	-	**	*	*	10	2	**	-
	2%	*2%*	*1%*	*-%*	*-%*	**	**%*	**%*	*3%*	*2%*	**	*-%*
		f							**ae**	a	**ae**	
This is not important to me - don't mind if not offered	**190**	182	4	2	1	**	7	55	48	20	**	8
	13%	*13%*	*10%*	*13%*	*12%*	**	*11%*	*13%*	*15%*	*21%*	**	*18%*
										a		
This is mandatory to me - a must have	**392**	374	11	4	3	**	18	126	88	19	**	7
	28%	*28%*	*26%*	*24%*	*28%*	**	*26%*	*30%*	*27%*	*20%*	**	*16%*
								e	e			
This is a 'nice to have' , but I can live without it being offered	**348**	329	12	4	3	**	19	100	80	28	**	10
	24%	*24%*	*29%*	*28%*	*25%*	**	*28%*	*24%*	*24%*	*31%*	**	*22%*
											ae	
This is a 'great to have' - makes a difference and can sway my decision	**470**	446	15	5	4	**	24	137	102	23	**	21
	33%	*33%*	*34%*	*34%*	*35%*	**	*34%*	*33%*	*31%*	*25%*	**	*44%*
								d				**abcd**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	90	71	195	39	94	182	108	90	85	954	168	179	209
Weighted total	**1424**	124	110	254	47	118	220	132	112	102	1219	64	67	74
This is a negative to me	**23**	-	4	6	**	4	2	2	2	2	21	-	2	*
	2%	-%	*4%*	*2%*	**	*3%*	*1%*	*1%*	*2%*	*2%*	*2%*	-%	*2%*	*1%*
			k			k							k	
This is not important to me - don't mind if not offered	**190**	18	12	30	**	15	18	20	26	17	163	9	9	9
	13%	*14%*	*11%*	*12%*	**	*12%*	*8%*	*15%*	*23%*	*16%*	*13%*	*13%*	*14%*	*12%*
									bcfjklm	f				
This is mandatory to me - a must have	**392**	37	34	56	**	36	79	28	27	23	341	15	14	23
	28%	*30%*	*31%*	*22%*	**	*31%*	*36%*	*21%*	*24%*	*22%*	*28%*	*23%*	*21%*	*31%*
					cgikl		**cgijkl**				l			l
This is a 'nice to have' , but I can live without it being offered	**348**	27	27	71	**	23	58	37	24	17	293	17	18	21
	24%	*22%*	*25%*	*28%*	**	*20%*	*26%*	*28%*	*21%*	*17%*	*24%*	*26%*	*27%*	*28%*
				i										i
This is a 'great to have' - makes a difference and can sway my decision	**470**	42	33	92	**	40	63	45	33	44	401	24	24	21
	33%	*34%*	*29%*	*36%*	**	*34%*	*29%*	*34%*	*29%*	*43%*	*33%*	*37%*	*36%*	*28%*
				d						**dfm**		d	d	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	107	57	183	36	87	193	90	92	98	943	174	184	209
Weighted total	**1424**	151	90	238	42	97	243	109	119	121	1210	69	72	73
This is a negative to me	**23**	-	-	6	**	2	9	-	2	2	21	-	2	*
	2%	-%	-%	*2%*	**	*2%*	*4%*	-%	*2%*	*2%*	*2%*	-%	*2%*	*1%*
				k			**akm**						k	
This is not important to me - don't mind if not offered	**190**	24	12	26	**	13	18	16	26	19	161	9	11	9
	13%	*16%*	*13%*	*11%*	**	*14%*	*7%*	*14%*	*22%*	*15%*	*13%*	*12%*	*15%*	*13%*
		f			f				**cfjkm**	f	f		f	
This is mandatory to me - a must have	**392**	38	32	54	**	27	81	30	25	28	338	15	17	23
	28%	*25%*	*36%*	*23%*	**	*28%*	*33%*	*28%*	*21%*	*23%*	*28%*	*22%*	*23%*	*31%*
			ck		**aceghijklm**		**chkl**							k
This is a 'nice to have' , but I can live without it being offered	**348**	40	20	65	**	21	65	27	26	21	291	19	18	21
	24%	*26%*	*23%*	*27%*	**	*21%*	*27%*	*25%*	*22%*	*17%*	*24%*	*27%*	*26%*	*28%*
														i
This is a 'great to have' - makes a difference and can sway my decision	**470**	49	25	88	**	34	69	36	40	51	399	26	25	20
	33%	*32%*	*28%*	*37%*	**	*35%*	*28%*	*33%*	*33%*	*42%*	*33%*	*38%*	*34%*	*28%*
				d		d				**dfm**	d	**dfm**	d	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1510	36	131	31	134	329	62	79	693	1121	389	1322	188	1457	53
Weighted total	1424	31	120	27	119	388	50	75	600	1136	288	1278	145	1359	64
This is a negative to me	23	**	4	**	4	6	-	-	9	19	4	19	4	21	2
	2%	**	*3%*	**	*4%*	*2%*	*-%*	*-%*	*2%*	*2%*	*2%*	*1%*	*3%*	*2%*	*4%*
This is not important to me - don't mind if not offered	190	**	18	**	27	44	4	8	74	155	35	170	20	171	18
	13%	**	*15%*	**	*23%*	*11%*	*8%*	*11%*	*12%*	*14%*	*12%*	*13%*	*14%*	*13%*	*29%*
		efh			efgh										a
This is mandatory to me - a must have	392	**	32	**	23	106	13	22	177	318	74	359	33	381	11
	28%	**	*26%*	**	*19%*	*27%*	*26%*	*29%*	*29%*	*28%*	*26%*	*28%*	*23%*	*28%*	*17%*
									d						
This is a 'nice to have' , but I can live without it being offered	348	**	18	**	24	92	13	27	151	279	70	315	33	338	10
	24%	**	*15%*	**	*20%*	*24%*	*27%*	*36%*	*25%*	*25%*	*24%*	*25%*	*23%*	*25%*	*15%*
				abdefh		b		abdeh	b						
This is a 'great to have' - makes a difference and can sway my decision	470	**	48	**	41	140	20	19	190	365	105	415	55	447	23
	33%	**	*40%*	**	*34%*	*36%*	*39%*	*25%*	*32%*	*32%*	*36%*	*32%*	*38%*	*33%*	*36%*
		c	cg		c	c	c	c	c						

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1510	855	267	378	1083	357	61	6	3	-	-	-	1440	70	396	687	427
Weighted total	1424	796	266	350	1114	265	41	3	*	-	-	-	1379	44	464	650	310
This is a negative to me	23	17	4	3	20	1	2	**	**	**	**	**	21	2	12	8	3
	2%	2%	1%	1%	2%	*%	5%	**	**	**	**	**	2%	5%	3%	1%	1%
							bi							bi			
This is not important to me - don't mind if not offered	190	129	23	31	162	26	2	**	**	**	**	**	188	2	84	78	28
	13%	16%	9%	9%	15%	10%	6%	**	**	**	**	**	14%	5%	18%	12%	9%
		bc			bj								j		bc		
This is mandatory to me - a must have	392	185	82	125	287	84	18	**	**	**	**	**	371	21	100	186	105
	28%	23%	31%	36%	26%	32%	45%	**	**	**	**	**	27%	48%	22%	29%	34%
			a	a		a	abi							abi		a	a
This is a 'nice to have' , but I can live without it being offered	348	203	64	78	269	72	7	**	**	**	**	**	341	8	112	158	79
	24%	26%	24%	22%	24%	27%	17%	**	**	**	**	**	25%	17%	24%	24%	26%
This is a 'great to have' - makes a difference and can sway my decision	470	261	94	113	376	83	11	**	**	**	**	**	459	11	156	220	94
	33%	33%	35%	32%	34%	31%	27%	**	**	**	**	**	33%	25%	34%	34%	30%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1510**	1428	947	1510	578	493	996	1316	93	44	42	9	6	-	549	15	7	5	1	1	-	2
Weighted total	**1424**	1318	815	1424	526	386	871	1302	64	27	22	4	4	-	509	11	3	3	*	*	-	1
This is a negative to me	**23**	21	11	23	7	2	14	19	2	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**190**	183	98	190	54	48	103	177	5	**	**	**	**	**	54	**	**	**	**	**	**	**
	13%	*14%*	*12%*	*13%*	*10%*	*12%*	*12%*	*14%*	*8%*	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
		d																				
This is mandatory to me - a must have	**392**	359	245	392	170	116	257	341	23	**	**	**	**	**	162	**	**	**	**	**	**	**
	28%	*27%*	*30%*	*28%*	*32%*	*30%*	*29%*	*26%*	*35%*	**	**	**	**	**	*32%*	**	**	**	**	**	**	**
					ac					**ab**	a											
This is a 'nice to have' , but I can live without it being offered	**348**	328	198	348	107	95	214	318	19	**	**	**	**	**	100	**	**	**	**	**	**	**
	24%	*25%*	*24%*	*24%*	*20%*	*25%*	*25%*	*24%*	*30%*	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
		d		d					c													
This is a 'great to have' - makes a difference and can sway my decision	**470**	426	262	470	187	125	283	446	15	**	**	**	**	**	185	**	**	**	**	**	**	**
	33%	*32%*	*32%*	*33%*	*36%*	*32%*	*33%*	*34%*	*24%*	**	**	**	**	**	*36%*	**	**	**	**	**	**	**
								bcd	d													

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1510	370	368	427	334	11	181	131	146	115	5	320	25	228	1410	100
Weighted total	1424	444	373	404	188	14	190	114	119	99	4	334	14	171	1330	94
This is a negative to me	23	6	12	5	-	**	*	2	3	2	**	5	**	3	23	-
	2%	1%	3%	1%	-%	**	*%	2%	2%	2%	**	1%	**	2%	2%	-%
		d	d	d												
This is not important to me - don't mind if not offered	190	73	48	49	17	**	30	5	15	4	**	26	**	24	184	6
	13%	16%	13%	12%	9%	**	16%	4%	12%	4%	**	8%	**	14%	14%	6%
		d					bd		bd					a	b	
This is mandatory to me - a must have	392	107	94	126	63	**	57	31	40	42	**	116	**	52	357	35
	28%	24%	25%	31%	34%	**	30%	28%	34%	42%	**	35%	**	31%	27%	38%
				a	ab					ab						a
This is a 'nice to have' , but I can live without it being offered	348	103	91	89	58	**	37	28	18	23	**	65	**	37	324	24
	24%	23%	24%	22%	31%	**	19%	24%	15%	23%	**	19%	**	22%	24%	26%
					abc											
This is a 'great to have' - makes a difference and can sway my decision	470	154	129	135	49	**	66	48	44	28	**	122	**	55	442	28
	33%	35%	35%	34%	26%	**	34%	42%	37%	28%	**	37%	**	32%	33%	30%
		d	d	d				d								

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1510**	1504	6	423	155	1485	25	416	162	363	1347	203	2
Weighted total	**1424**	1420	4	378	148	1402	22	374	152	297	1240	135	1
This is a negative to me	**23**	23	**	6	1	23	**	6	1	3	19	3	**
	2%	*2%*	**	*2%*	*1%*	*2%*	**	*2%*	*1%*	*1%*	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**190**	190	**	47	8	186	**	45	10	34	167	12	**
	13%	*13%*	**	*12%* b	*5%*	*13%*	**	*12%*	*6%*	*12%*	*13%*	*9%*	**
This is mandatory to me - a must have	**392**	390	**	119	51	386	**	124	47	81	338	42	**
	28%	*27%*	**	*32%*	*35%*	*28%*	**	*33%*	*31%*	*27%*	*27%*	*31%*	**
This is a 'nice to have' , but I can live without it being offered	**348**	348	**	80	27	343	**	78	29	82	308	35	**
	24%	*25%*	**	*21%*	*18%*	*25%*	**	*21%*	*19%*	*27%*	*25%*	*26%*	**
This is a 'great to have' - makes a difference and can sway my decision	**470**	469	**	126	61	463	**	122	65	98	407	43	**
	33%	*33%*	**	*33%*	*41%*	*33%*	**	*33%*	*43%* a	*33%*	*33%*	*32%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1510	306	830	132	-	376	391	134	3	1427	938	502	1249	1041	38
Weighted total	1424	264	697	97	-	363	341	114	*	1318	810	453	1180	914	18
This is a negative to me	**23**	5	7	1	**	7	1	1	**	21	11	7	19	13	**
	2%	*2%*	*1%*	*1%*	**	*2%* b	*%*	*1%*	**	*2%*	*1%*	*1%*	*2%*	*1%*	**
This is not important to me - don't mind if not offered	**190**	32	79	10	**	32	30	6	**	183	98	46	137	130	**
	13%	*12%*	*11%*	*10%*	**	*9%*	*9%*	*5%*	**	*14%* c	*12%*	*10%*	*12%*	*14%*	**
This is mandatory to me - a must have	**392**	71	212	23	**	113	107	38	**	359	244	148	324	255	**
	28%	*27%*	*30%*	*24%*	**	*31%*	*31%*	*34%*	**	*27%*	*30%*	*33%* a	*27%*	*28%*	**
This is a 'nice to have' , but I can live without it being offered	**348**	69	174	30	**	72	76	23	**	328	198	93	299	209	**
	24%	*26%*	*25%*	*31%*	**	*20%*	*22%*	*20%*	**	*25%* c	*24%*	*21%*	*25%*	*23%*	**
This is a 'great to have' - makes a difference and can sway my decision	**470**	87	225	33	**	138	128	46	**	426	259	160	401	307	**
	33%	*33%*	*32%*	*34%*	**	*38%*	*37%*	*40%*	**	*32%*	*32%*	*35%*	*34%*	*34%*	** ab

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1510	358	261	269	67	73	1154	996	70	13	24	8	1467	1289	1474	1232	1477
Weighted total	1424	315	222	244	66	63	1082	874	60	11	24	7	1376	1161	1381	1121	1390
This is a negative to me	**23**	2	1	4	1	-	15	12	-	**	**	**	23	17	23	15	21
	2%	*1%*	**%*	*2%*	*1%*	*-%*	*1%*	*1%*	*-%*	**	**	**	*2%*	*1%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**190**	26	25	17	2	*	124	120	3	**	**	**	178	145	178	129	185
	13%	*8%*	*11%*	*7%*	*3%*	**%*	*11%*	*14%*	*5%*	**	**	**	*13%*	*12%*	*13%*	*12%*	*13%*
		e	**de**	e													
This is mandatory to me - a must have	**392**	107	67	74	22	23	296	248	28	**	**	**	379	345	380	318	389
	28%	*34%*	*30%*	*30%*	*34%*	*37%*	*27%*	*28%*	*47%*	**	**	**	*28%*	*30%*	*28%*	*28%*	*28%*
This is a 'nice to have' , but I can live without it being offered	**348**	73	41	58	10	12	273	198	16	**	**	**	335	269	336	258	337
	24%	*23%*	*18%*	*24%*	*16%*	*19%*	*25%*	*23%*	*26%*	**	**	**	*24%*	*23%*	*24%*	*23%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**470**	106	89	91	31	27	374	297	13	**	**	**	461	385	464	400	458
	33%	*34%*	*40%*	*37%*	*47%*	*44%*	*35%*	*34%*	*22%*	**	**	**	*34%*	*33%*	*34%*	*36%*	*33%*
					a												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1510	892	1456	352	12	1267	51	246	1264	223	12	65	208	171	1070	262
Weighted total	1424	810	1367	291	11	1180	57	243	1180	210	16	61	188	155	1032	233
This is a negative to me	**23**	9	23	*	**	19	-	5	19	2	**	-	2	2	15	6
	2%	*1%*	*2%* c	**%*	**	*2%*	*-%*	*2%*	*2%*	*1%*	**	*-%*	*1%*	*1%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**190**	96	171	22	**	160	13	22	168	22	**	4	21	13	146	31
	13%	*12%* c	*13%* c	*8%*	**	*14%*	*24%* a	*9%*	*14%* a	*10%*	**	*7%*	*11%*	*9%*	*14%* a	*13%*
This is mandatory to me - a must have	**392**	232	381	90	**	301	25	87	305	67	**	24	59	39	279	73
	28%	*29%*	*28%*	*31%*	**	*26%*	*44%* a	*36%* b	*26%*	*32%*	**	*40%*	*32%*	*25%*	*27%*	*31%*
This is a 'nice to have' , but I can live without it being offered	**348**	185	337	73	**	281	7	48	301	41	**	8	42	37	249	60
	24%	*23%*	*25%*	*25%*	**	*24%* b	*12%*	*20%*	*25%* a	*20%*	**	*14%*	*22%*	*24%*	*24%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**470**	289	455	105	**	419	12	82	388	78	**	24	64	63	343	63
	33%	*36%*	*33%*	*36%*	**	*35%* b	*21%*	*34%*	*33%*	*37%*	**	*40%*	*34%*	*41%* c	*33%*	*27%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1510**	153	82	1257	865	645
Weighted total	**1424**	159	85	1169	807	616
This is a negative to me	**23**	*	1	23	17	7
	2%	**%*	*1%*	*2%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**190**	16	10	161	105	85
	13%	*10%*	*12%*	*14%*	*13%*	*14%*
This is mandatory to me - a must have	**392**	46	26	316	223	169
	28%	*29%*	*31%*	*27%*	*28%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**348**	39	19	288	194	155
	24%	*24%*	*22%*	*25%*	*24%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**470**	59	29	381	270	200
	33%	*37%*	*34%*	*33%*	*33%*	*32%*

Columns Tested: a,b,c - a,b

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1510**	145	110	128	173	135	83	122	100	160	137	124	93
Weighted total	**1424**	124	122	118	156	137	81	92	93	164	130	127	80
This is a negative to me	**23**	1	-	-	2	4	-	*	8	6	2	-	1
	2%	*1%*	*-%*	*-%*	*1%*	*3%*	*-%*	**%*	*8%*	*3%*	*2%*	*-%*	*2%*
									abcdfgjkl	**ck**			
This is not important to me - don't mind if not offered	**190**	16	17	22	25	6	9	16	9	27	11	16	17
	13%	*13%*	*14%*	*19%*	*16%*	*4%*	*11%*	*17%*	*9%*	*17%*	*8%*	*13%*	*22%*
		e	e	**ej**	**ej**			**ej**		**ej**		e	**ehj**
This is mandatory to me - a must have	**392**	42	47	29	44	52	24	20	21	35	39	24	15
	28%	*34%*	*39%*	*25%*	*28%*	*38%*	*29%*	*22%*	*22%*	*22%*	*30%*	*19%*	*18%*
		ghikl	**cghikl**			**cghikl**					**kl**		
This is a 'nice to have' , but I can live without it being offered	**348**	30	22	25	37	41	20	22	15	43	33	41	20
	24%	*24%*	*18%*	*21%*	*24%*	*30%*	*24%*	*24%*	*16%*	*26%*	*25%*	*32%*	*25%*
						bh				h		**bh**	
This is a 'great to have' - makes a difference and can sway my decision	**470**	36	36	42	48	34	29	34	41	52	45	47	26
	33%	*29%*	*29%*	*35%*	*31%*	*25%*	*35%*	*38%*	*44%*	*32%*	*35%*	*37%*	*33%*
								e	**abdei**			e	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Same price to send to anywhere within the UK (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1510**	383	391	382	354
Weighted total	**1424**	365	374	349	336
This is a negative to me	**23**	1	6	14	3
	2%	**%*	*1%*	*4%*	*1%*
			a	**abd**	
This is not important to me - don't mind if not offered	**190**	55	39	52	44
	13%	*15%*	*11%*	*15%*	*13%*
This is mandatory to me - a must have	**392**	119	120	76	77
	28%	*33%*	*32%*	*22%*	*23%*
		cd	**cd**		
This is a 'nice to have' , but I can live without it being offered	**348**	77	98	80	94
	24%	*21%*	*26%*	*23%*	*28%*
					a
This is a 'great to have' - makes a difference and can sway my decision	**470**	113	111	128	118
	33%	*31%*	*30%*	*37%*	*35%*
				b	

Columns Tested: a,b,c,d

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	d	e
Unweighted total	**1510**	925	369	130	86	-	585	287	260	99	46	125
Weighted total	**1424**	1355	43	15	11	-	68	418	328	92	33	47
This is a negative to me	**9**	7	1	*	1	**	2	2	2	*	**	*
	1%	*1%*	*3%*	*3%*	*5%*	**	*3%*	**%*	*1%*	**%*	**	*1%*
			a	a	a		a					
This is not important to me - don't mind if not offered	**182**	174	5	2	1	**	8	52	50	15	**	5
	13%	*13%*	*13%*	*12%*	*9%*	**	*12%*	*12%*	*15%*	*16%*	**	*10%*
This is mandatory to me - a must have	**507**	481	17	5	4	**	26	160	123	36	**	12
	36%	*36%*	*40%*	*34%*	*33%*	**	*38%*	*38%*	*38%*	*39%*	**	*26%*
								e	e	e	e	
This is a 'nice to have' , but I can live without it being offered	**301**	289	6	3	3	**	12	88	57	22	**	9
	21%	*21%*	*15%*	*20%*	*25%*	**	*17%*	*21%*	*18%*	*24%*	**	*19%*
		b			b							
This is a 'great to have' - makes a difference and can sway my decision	**424**	404	13	5	3	**	20	116	96	19	**	20
	30%	*30%*	*30%*	*31%*	*28%*	**	*30%*	*28%*	*29%*	*21%*	**	*43%*
												abc

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	90	71	195	39	94	182	108	90	85	954	168	179	209
Weighted total	**1424**	124	110	254	47	118	220	132	112	102	1219	64	67	74
This is a negative to me	**9**	-	-	2	**	2	2	*	1	-	7	1	1	*
	1%	*-%*	*-%*	*1%*	**	*2%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*2%*	**%*
This is not important to me - don't mind if not offered	**182**	16	12	24	**	20	28	9	22	19	157	9	8	8
	13%	*13%*	*11%*	*9%*	**	*17%*	*13%*	*7%*	*19%*	*19%*	*13%*	*14%*	*12%*	*11%*
						g			**cgm**	**cg**				
This is mandatory to me - a must have	**507**	51	42	102	**	26	82	40	30	30	428	25	26	28
	36%	*41%*	*38%*	*40%*	**	*22%*	*37%*	*31%*	*27%*	*29%*	*35%*	*40%*	*39%*	*37%*
		eh	e	**eh**	**eghij**		e				e	**eh**	**eh**	e
This is a 'nice to have' , but I can live without it being offered	**301**	16	22	56	**	23	56	38	26	20	264	10	11	16
	21%	*13%*	*20%*	*22%*	**	*19%*	*26%*	*29%*	*23%*	*20%*	*22%*	*16%*	*17%*	*22%*
							akl	**adkl**						
This is a 'great to have' - makes a difference and can sway my decision	**424**	40	35	70	**	46	52	45	33	33	363	19	20	22
	30%	*32%*	*32%*	*27%*	**	*39%*	*24%*	*34%*	*30%*	*32%*	*30%*	*30%*	*30%*	*30%*
						cdf								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	107	57	183	36	87	193	90	92	98	943	174	184	209
Weighted total	**1424**	151	90	238	42	97	243	109	119	121	1210	69	72	73
This is a negative to me	**9**	-	-	2	**	2	2	*	*	*	7	1	1	*
	1%	*-%*	*-%*	*1%*	**	*2%*	*1%*	**%*	**%*	**%*	*1%*	*1%*	*2%*	**%*
This is not important to me - don't mind if not offered	**182**	19	9	23	**	16	24	8	24	26	155	9	10	8
	13%	*13%*	*10%*	*10%*	**	*17%*	*10%*	*7%*	*21%*	*21%*	*13%*	*13%*	*14%*	*11%*
						g			**cfgjm**	**cfgjm**				
This is mandatory to me - a must have	**507**	60	35	89	**	22	93	38	32	34	427	26	27	28
	36%	*40%*	*39%*	*37%*	**	*23%*	*38%*	*35%*	*27%*	*28%*	*35%*	*37%*	*37%*	*38%*
		e	e	**ecefghijklm**			e				e	e	e	e
This is a 'nice to have', but I can live without it being offered	**301**	20	19	50	**	16	63	36	26	24	259	13	14	15
	21%	*13%*	*21%*	*21%*	**	*17%*	*26%*	*33%*	*22%*	*20%*	*21%*	*19%*	*19%*	*21%*
							ad	**acdeijklm**						
This is a 'great to have' - makes a difference and can sway my decision	**424**	52	27	74	**	41	61	28	36	37	362	21	20	22
	30%	*34%*	*30%*	*31%*	**	*42%*	*25%*	*25%*	*30%*	*31%*	*30%*	*31%*	*28%*	*30%*
						dfgjl								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1510	36	131	31	134	329	62	79	693	1121	389	1322	188	1457	53
Weighted total	1424	31	120	27	119	388	50	75	600	1136	288	1278	145	1359	64
This is a negative to me	**9**	**	2	**	1	2	-	-	4	9	*	8	1	8	1
	1%	**	*2%*	**	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*%*	*1%*	*%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**182**	**	13	**	12	45	4	11	83	141	42	160	23	171	11
	13%	**	*11%*	**	*10%*	*11%*	*8%*	*15%*	*14%*	*12%*	*14%*	*12%*	*16%*	*13%*	*18%*
				abdefgh											
This is mandatory to me - a must have	**507**	**	42	**	38	142	13	35	219	404	103	464	43	487	20
	36%	**	*35%*	**	*32%*	*37%*	*25%*	*47%*	*36%*	*36%*	*36%*	*36%*	*30%*	*36%*	*30%*
			c			c		**cdf**	c						
This is a 'nice to have' , but I can live without it being offered	**301**	**	19	**	32	70	12	14	130	240	61	266	34	287	14
	21%	**	*16%*	**	*27%*	*18%*	*24%*	*18%*	*22%*	*21%*	*21%*	*21%*	*24%*	*21%*	*22%*
		begh			**be**										
This is a 'great to have' - makes a difference and can sway my decision	**424**	**	44	**	36	129	21	15	165	342	83	380	44	406	19
	30%	**	*36%*	**	*30%*	*33%*	*42%*	*20%*	*27%*	*30%*	*29%*	*30%*	*30%*	*30%*	*29%*
			gh			g	**cgh**								

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1510	855	267	378	1083	357	61	6	3	-	-	-	1440	70	396	687	427
Weighted total	1424	796	266	350	1114	265	41	3	*	-	-	-	1379	44	464	650	310
This is a negative to me	9	8	1	*	8	*	*	**	**	**	**	**	9	*	4	4	1
	1%	1%	*%	*%	1%	*%	1%	**	**	**	**	**	1%	1%	1%	1%	*%
This is not important to me - don't mind if not offered	182	117	28	32	150	26	6	**	**	**	**	**	176	6	83	67	32
	13%	15%	11%	9%	13%	10%	15%	**	**	**	**	**	13%	14%	18%	10%	10%
		c													bc		
This is mandatory to me - a must have	507	241	107	154	368	120	18	**	**	**	**	**	487	20	128	240	139
	36%	30%	40%	44%	33%	45%	45%	**	**	**	**	**	35%	44%	28%	37%	45%
			a	a		ai										a	ab
This is a 'nice to have' , but I can live without it being offered	301	186	46	69	246	48	5	**	**	**	**	**	294	7	109	136	55
	21%	23%	17%	20%	22%	18%	12%	**	**	**	**	**	21%	15%	24%	21%	18%
		b													c		
This is a 'great to have' - makes a difference and can sway my decision	424	245	84	94	342	71	11	**	**	**	**	**	413	11	140	202	83
	30%	31%	31%	27%	31%	27%	28%	**	**	**	**	**	30%	25%	30%	31%	27%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1510	1428	947	1510	578	493	996	1316	93	44	42	9	6	-	549	15	7	5	1	1	-	2
Weighted total	1424	1318	815	1424	526	386	871	1302	64	27	22	4	4	-	509	11	3	3	*	*	-	1
This is a negative to me	9	9	5	9	*	1	4	9	*	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	1%	1%	1%	*%	*%	*%	1%	*%	**	**	**	**	**	*%	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	182	174	81	182	35	44	95	170	6	**	**	**	**	**	35	**	**	**	**	**	**	**
	13%	13%	10%	13%	7%	11%	11%	13%	9%	**	**	**	**	**	7%	**	**	**	**	**	**	**
		bd	d	bd		d	d															
This is mandatory to me - a must have	507	456	321	507	228	161	332	450	30	**	**	**	**	**	219	**	**	**	**	**	**	**
	36%	35%	39%	36%	43%	42%	38%	35%	46%	**	**	**	**	**	43%	**	**	**	**	**	**	**
			a		acf	ac			a													
This is a 'nice to have' , but I can live without it being offered	301	282	177	301	102	71	196	274	16	**	**	**	**	**	97	**	**	**	**	**	**	**
	21%	21%	22%	21%	19%	18%	22%	21%	25%	**	**	**	**	**	19%	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	424	397	231	424	160	108	244	400	13	**	**	**	**	**	157	**	**	**	**	**	**	**
	30%	30%	28%	30%	30%	28%	28%	31%	20%	**	**	**	**	**	31%	**	**	**	**	**	**	**
								bd														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1510	370	368	427	334	11	181	131	146	115	5	320	25	228	1410	100
Weighted total	1424	444	373	404	188	14	190	114	119	99	4	334	14	171	1330	94
This is a negative to me	9	2	3	2	2	**	*	*	*	-	**	*	**	*	9	-
	1%	*%	1%	1%	1%	**	*%	*%	*%	-%	**	*%	**	*%	1%	-%
This is not important to me - don't mind if not offered	182	63	54	35	28	**	19	3	7	6	**	16	**	16	174	9
	13%	14%	15%	9%	15%	**	10%	2%	6%	6%	**	5%	**	9%	13%	9%
		c	c		c		b							a		
This is mandatory to me - a must have	507	142	128	159	70	**	72	52	51	50	**	158	**	62	457	50
	36%	32%	34%	39%	37%	**	38%	46%	43%	51%	**	47%	**	36%	34%	54%
				a						a		c				a
This is a 'nice to have' , but I can live without it being offered	301	104	64	90	41	**	37	20	26	19	**	63	**	37	286	15
	21%	23%	17%	22%	22%	**	19%	17%	22%	19%	**	19%	**	21%	22%	16%
		b														
This is a 'great to have' - makes a difference and can sway my decision	424	133	123	118	47	**	62	39	34	23	**	97	**	56	404	20
	30%	30%	33%	29%	25%	**	33%	34%	28%	23%	**	29%	**	33%	30%	21%
			d													

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	1510	1504	6	423	155	1485	25	416	162	363	1347	203	2
Weighted total	1424	1420	4	378	148	1402	22	374	152	297	1240	135	1
This is a negative to me	9	9	**	*	*	9	**	*	*	*	9	*	**
	1%	1%	**	*%	*%	1%	**	*%	*%	*%	1%	*%	**
This is not important to me - don't mind if not offered	182	180	**	25	10	176	**	25	10	9	173	11	**
	13%	13%	**	7%	7%	13%	**	7%	7%	3%	14%	8%	**
											ac	a	
This is mandatory to me - a must have	507	506	**	160	68	494	**	156	72	135	417	56	**
	36%	36%	**	42%	46%	35%	**	42%	48%	45%	34%	42%	**
										b		b	
This is a 'nice to have' , but I can live without it being offered	301	301	**	77	25	300	**	79	23	55	270	29	**
	21%	21%	**	20%	17%	21%	**	21%	15%	18%	22%	21%	**
This is a 'great to have' - makes a difference and can sway my decision	424	424	**	116	44	422	**	114	46	98	369	39	**
	30%	30%	**	31%	30%	30%	**	31%	30%	33%	30%	29%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**1510**	306	830	132	-	376	391	134	3	1427	938	502	1249	1041	38
Weighted total	**1424**	264	697	97	-	363	341	114	*	1318	810	453	1180	914	18
This is a negative to me	**9**	*	5	-	**	*	*	-	**	9	4	*	7	7	**
	1%	*%	*1%*	-%	**	*%	*%	-%	**	*1%*	*1%*	*%	*1%*	*1%*	**
This is not important to me - don't mind if not offered	**182**	8	77	11	**	19	27	8	**	174	81	25	124	132	**
	13%	*3%*	*11%*	*11%*	**	*5%*	*8%*	*7%*	**	*13%*	*10%*	*5%*	*10%*	*14%*	**
			a	a						**bc**	c			a	
This is mandatory to me - a must have	**507**	128	256	32	**	166	135	49	**	456	320	196	424	295	**
	36%	*48%*	*37%*	*33%*	**	*46%*	*40%*	*43%*	**	*35%*	*39%*	*43%*	*36%*	*32%*	**
		bc									a	a			
This is a 'nice to have' , but I can live without it being offered	**301**	45	165	28	**	71	67	19	**	282	176	90	267	202	**
	21%	*17%*	*24%*	*29%*	**	*20%*	*20%*	*17%*	**	*21%*	*22%*	*20%*	*23%*	*22%*	**
			a	a											
This is a 'great to have' - makes a difference and can sway my decision	**424**	83	194	27	**	106	111	38	**	397	228	142	358	277	**
	30%	*32%*	*28%*	*27%*	**	*29%*	*33%*	*34%*	**	*30%*	*28%*	*31%*	*30%*	*30%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1510	358	261	269	67	73	1154	996	70	13	24	8	1467	1289	1474	1232	1477
Weighted total	1424	315	222	244	66	63	1082	874	60	11	24	7	1376	1161	1381	1121	1390
This is a negative to me	9	*	-	-	-	-	7	7	-	**	**	**	9	5	9	6	8
	1%	*%	-%	-%	-%	-%	1%	1%	-%	**	**	**	1%	*%	1%	1%	1%
This is not important to me - don't mind if not offered	182	18	18	6	2	6	127	131	10	**	**	**	170	133	170	130	173
	13%	6%	8%	3%	3%	9%	12%	15%	16%	**	**	**	12%	11%	12%	12%	12%
		c	c			c		a									
This is mandatory to me - a must have	507	125	75	110	28	21	364	284	22	**	**	**	494	436	496	399	495
	36%	40%	34%	45%	43%	34%	34%	33%	37%	**	**	**	36%	38%	36%	36%	36%
				b													
This is a 'nice to have' , but I can live without it being offered	301	67	48	40	8	11	250	199	17	**	**	**	285	234	286	220	298
	21%	21%	22%	16%	13%	18%	23%	23%	29%	**	**	**	21%	20%	21%	20%	21%
This is a 'great to have' - makes a difference and can sway my decision	424	104	81	87	28	25	334	253	11	**	**	**	418	353	420	366	415
	30%	33%	36%	36%	42%	40%	31%	29%	18%	**	**	**	30%	30%	30%	33%	30%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1510	892	1456	352	12	1267	51	246	1264	223	12	65	208	171	1070	262
Weighted total	1424	810	1367	291	11	1180	57	243	1180	210	16	61	188	155	1032	233
This is a negative to me	**9**	1	9	*	**	8	*	*	9	*	**	*	*	1	8	*
	1%	**%*	*1%*	**%*	**	*1%*	**%*	**%*	*1%*	**%*	**	**%*	**%*	**%*	*1%*	**%*
This is not important to me - don't mind if not offered	**182**	79	167	25	**	154	6	23	159	10	**	5	10	12	138	32
	13%	*10%*	*12%*	*9%*	**	*13%*	*11%*	*10%*	*13%*	*5%*	**	*9%*	*5%*	*8%*	*13%* a	*14%*
This is mandatory to me - a must have	**507**	318	491	126	**	412	22	98	409	96	**	30	90	62	355	87
	36%	*39%*	*36%*	*43%* b	**	*35%*	*39%*	*40%*	*35%*	*46%*	**	*50%*	*48%*	*40%*	*34%*	*37%*
This is a 'nice to have' , but I can live without it being offered	**301**	149	285	40	**	252	13	43	258	33	**	8	29	31	219	51
	21%	*18%*	*21%* c	*14%*	**	*21%*	*24%*	*18%*	*22%*	*16%*	**	*13%*	*15%*	*20%*	*21%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**424**	262	415	99	**	354	15	79	345	71	**	17	60	49	312	63
	30%	*32%*	*30%*	*34%*	**	*30%*	*27%*	*33%*	*29%*	*34%*	**	*28%*	*32%*	*31%*	*30%*	*27%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1510**	153	82	1257	865	645
Weighted total	**1424**	159	85	1169	807	616
This is a negative to me	**9**	*	-	9	2	7
	1%	**%*	*-%*	*1%*	**%*	*1%* a
This is not important to me - don't mind if not offered	**182**	12	7	161	108	75
	13%	*7%*	*9%*	*14%* a	*13%*	*12%*
This is mandatory to me - a must have	**507**	63	29	413	290	217
	36%	*40%*	*34%*	*35%*	*36%*	*35%*
This is a 'nice to have' , but I can live without it being offered	**301**	32	21	245	172	129
	21%	*20%*	*25%*	*21%*	*21%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**424**	52	28	341	237	188
	30%	*33%*	*33%*	*29%*	*29%*	*30%*

Columns Tested: a,b,c - a,b

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1510**	145	110	128	173	135	83	122	100	160	137	124	93
Weighted total	**1424**	124	122	118	156	137	81	92	93	164	130	127	80
This is a negative to me	**9**	-	*	-	-	-	2	1	3	2	1	-	-
	1%	*-%*	**%*	*-%*	*-%*	*-%*	*2%*	*1%*	*3%*	*1%*	*1%*	*-%*	*-%*
									ade				
This is not important to me - don't mind if not offered	**182**	10	9	17	21	17	11	17	12	17	13	14	23
	13%	*8%*	*8%*	*15%*	*14%*	*12%*	*13%*	*18%*	*13%*	*11%*	*10%*	*11%*	*28%*
								ab					**abcdefhijk**
This is mandatory to me - a must have	**507**	55	55	45	61	63	35	20	28	42	45	40	18
	36%	*44%*	*45%*	*38%*	*39%*	*46%*	*43%*	*22%*	*30%*	*26%*	*35%*	*32%*	*22%*
		ghikl	**ghikl**	**gil**	**gil**	**ghikl**	**gil**				**gl**		
This is a 'nice to have' , but I can live without it being offered	**301**	32	31	23	29	27	11	22	10	41	33	32	10
	21%	*26%*	*25%*	*20%*	*18%*	*20%*	*13%*	*24%*	*10%*	*25%*	*25%*	*26%*	*13%*
		fhl	**fhl**			h		**hl**		**fhl**	**fhl**	**fhl**	
This is a 'great to have' - makes a difference and can sway my decision	**424**	27	27	33	45	30	23	32	40	61	38	40	29
	30%	*22%*	*22%*	*27%*	*29%*	*22%*	*28%*	*35%*	*44%*	*37%*	*29%*	*32%*	*36%*
								abe	**abcdefj**	**abe**			**abe**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Guaranteed delivery to recipient's door (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1510**	383	391	382	354
Weighted total	**1424**	365	374	349	336
This is a negative to me	**9**	*	2	6	1
	1%	**%*	**%*	*2%*	**%*
				ad	
This is not important to me - don't mind if not offered	**182**	37	49	46	50
	13%	*10%*	*13%*	*13%*	*15%*
					a
This is mandatory to me - a must have	**507**	155	159	90	103
	36%	*42%*	*43%*	*26%*	*31%*
		cd	**cd**		
This is a 'nice to have' , but I can live without it being offered	**301**	86	66	73	75
	21%	*24%*	*18%*	*21%*	*22%*
		b			
This is a 'great to have' - makes a difference and can sway my decision	**424**	87	97	134	107
	30%	*24%*	*26%*	*38%*	*32%*
				ab	a

Columns Tested: a,b,c,d

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1510	925	369	130	86	-	585	287	260	99	46	125
Weighted total	1424	1355	43	15	11	-	68	418	328	92	33	47
This is a negative to me	81	77	2	1	*	**	4	23	22	5	**	3
	6%	6%	4%	9%	4%	**	5%	5%	7%	5%	** a	6%
This is not important to me - don't mind if not offered	394	379	12	2	2	**	15	115	96	26	**	11
	28%	28% cdf	27% c	13%	17%	**	23% c	28%	29%	28%	**	23%
This is mandatory to me - a must have	364	343	11	6	4	**	21	110	79	21	**	13
	26%	25%	26%	39% ab	39% ab	**	31% a	26%	24%	23%	**	27%
This is a 'nice to have' , but I can live without it being offered	272	261	8	2	2	**	12	81	62	22	**	5
	19%	19% c	20% c	11%	15%	**	17%	19% e	19% e	24% e	**	11%
This is a 'great to have' - makes a difference and can sway my decision	313	296	10	4	3	**	16	89	68	18	**	16
	22%	22%	22%	27%	25%	**	24%	21%	21%	19%	**	33% abcd

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	90	71	195	39	94	182	108	90	85	954	168	179	209
Weighted total	**1424**	124	110	254	47	118	220	132	112	102	1219	64	67	74
This is a negative to me	**81**	2	2	18	**	6	22	11	9	6	75	1	2	3
	6%	*2%*	*2%*	*7%*	**	*5%*	*10%*	*9%*	*8%*	*5%*	*6%*	*1%*	*3%*	*4%*
				k			**abklm**	**akl**	k	k	k			
This is not important to me - don't mind if not offered	**394**	29	22	60	**	34	58	38	39	33	328	20	18	28
	28%	*24%*	*20%*	*24%*	**	*29%*	*27%*	*29%*	*35%*	*32%*	*27%*	*31%*	*26%*	*38%*
									bc					**abcfjl**
This is mandatory to me - a must have	**364**	38	36	73	**	28	55	32	18	17	308	16	20	21
	26%	*31%*	*33%*	*29%*	**	*24%*	*25%*	*24%*	*16%*	*17%*	*25%*	*25%*	*29%*	*28%*
		hi	**hi**	**hi**							h		**hi**	**hi**
This is a 'nice to have' , but I can live without it being offered	**272**	26	20	58	**	6	56	23	25	13	236	11	12	13
	19%	*21%*	*18%*	*23%*	**	*5%*	*25%*	*17%*	*23%*	*12%*	*19%*	*18%*	*17%*	*17%*
		e	e	**ei**	e		**ei**	e	e		e	e	e	e
This is a 'great to have' - makes a difference and can sway my decision	**313**	28	30	46	**	44	29	28	21	34	271	16	16	10
	22%	*23%*	*27%*	*18%*	**	*38%*	*13%*	*21%*	*19%*	*33%*	*22%*	*25%*	*24%*	*13%*
		fm	**fm**			**acfghjklm**				**cfhjm**	**fm**	**fm**	**fm**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1510**	107	57	183	36	87	193	90	92	98	943	174	184	209
Weighted total	**1424**	151	90	238	42	97	243	109	119	121	1210	69	72	73
This is a negative to me	**81**	12	*	16	**	4	25	5	6	6	75	1	2	3
	6%	*8%*	**%*	*7%*	**	*4%*	*10%*	*5%*	*5%*	*5%*	*6%*	*1%*	*3%*	*4%*
		bkl		k			**bjklm**	k	k	k	k			
This is not important to me - don't mind if not offered	**394**	35	19	58	**	26	60	32	38	43	326	20	20	28
	28%	*23%*	*22%*	*24%*	**	*27%*	*25%*	*30%*	*32%*	*36%*	*27%*	*29%*	*28%*	*38%*
										acf				**abcfjl**
This is mandatory to me - a must have	**364**	40	29	67	**	24	65	26	23	17	308	16	19	21
	26%	*27%*	*33%*	*28%*	**	*24%*	*27%*	*24%*	*19%*	*14%*	*25%*	*23%*	*27%*	*28%*
		i	i	i	**hijk**		i				i		i	i
This is a 'nice to have' , but I can live without it being offered	**272**	30	18	51	**	6	58	25	26	16	236	12	12	12
	19%	*20%*	*20%*	*22%*	**	*6%*	*24%*	*23%*	*22%*	*13%*	*20%*	*17%*	*17%*	*17%*
		e	e	e			**ei**	e	e		e	e	e	e
This is a 'great to have' - makes a difference and can sway my decision	**313**	35	23	46	**	38	35	20	26	39	265	20	19	10
	22%	*23%*	*26%*	*19%*	**	*39%*	*14%*	*19%*	*22%*	*32%*	*22%*	*29%*	*26%*	*13%*
		m	**fm**			**acdfghjlm**				**cdfgjm**	**fm**	**cdfjm**	**dfm**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Industry								Urbanity		Location		Internet connection	
	TOTAL	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1510	36	131	31	134	329	62	79	693	1121	389	1322	188	1457	53
Weighted total	1424	31	120	27	119	388	50	75	600	1136	288	1278	145	1359	64
This is a negative to me	**81**	**	10	**	8	15	2	2	41	65	15	70	11	77	4
	6%	**	*9%* e	**	*7%*	*4%*	*5%*	*3%*	*7%*	*6%*	*5%*	*5%*	*7%*	*6%*	*6%*
This is not important to me - don't mind if not offered	**394**	**	43	**	26	100	5	16	179	302	92	348	45	371	23
	28%	**	*36%* **defg**	** **abdefgh**	*22%*	*26%* f	*11%*	*21%*	*30%* f	*27%*	*32%* a	*27%*	*31%*	*27%*	*35%*
This is mandatory to me - a must have	**364**	**	28	**	33	97	11	26	156	282	82	331	33	349	15
	26%	**	*23%*	**	*28%*	*25%*	*22%*	*35%* c	*26%*	*25%*	*28%*	*26%*	*23%*	*26%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**272**	**	16	**	21	78	17	12	111	229	43	244	29	258	15
	19%	**	*13%*	**	*18%*	*20%*	*34%* **bcdegh**	*17%*	*19%*	*20%* b	*15%*	*19%*	*20%*	*19%*	*23%*
This is a 'great to have' - makes a difference and can sway my decision	**313**	**	23	**	30	98	14	18	113	257	55	285	27	305	8
	22%	**	*20%*	**	*25%*	*25%* h	*28%*	*24%*	*19%*	*23%*	*19%*	*22%*	*19%*	*22%*	*12%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1510	855	267	378	1083	357	61	6	3	-	-	-	1440	70	396	687	427
Weighted total	1424	796	266	350	1114	265	41	3	*	-	-	-	1379	44	464	650	310
This is a negative to me	81	55	14	12	71	10	*	**	**	**	**	**	80	*	40	31	10
	6%	7%	5%	3%	6%	4%	1%	**	**	**	**	**	6%	1%	9%	5%	3%
		c													bc		
This is not important to me - don't mind if not offered	394	252	59	78	336	50	8	**	**	**	**	**	386	8	142	194	58
	28%	32%	22%	22%	30%	19%	20%	**	**	**	**	**	28%	18%	31%	30%	19%
		bc			bj								b		c	c	
This is mandatory to me - a must have	364	159	74	128	245	96	20	**	**	**	**	**	341	23	77	168	119
	26%	20%	28%	37%	22%	36%	49%	**	**	**	**	**	25%	52%	17%	26%	38%
			a	ab		ai	ai							abi		a	ab
This is a 'nice to have' , but I can live without it being offered	272	156	53	60	220	49	4	**	**	**	**	**	268	4	88	131	53
	19%	20%	20%	17%	20%	18%	10%	**	**	**	**	**	19%	9%	19%	20%	17%
					j								j				
This is a 'great to have' - makes a difference and can sway my decision	313	172	66	71	243	61	8	**	**	**	**	**	304	9	116	126	70
	22%	22%	25%	20%	22%	23%	20%	**	**	**	**	**	22%	20%	25%	19%	23%
															b		

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1510	1428	947	1510	578	493	996	1316	93	44	42	9	6	-	549	15	7	5	1	1	-	2
Weighted total	1424	1318	815	1424	526	386	871	1302	64	27	22	4	4	-	509	11	3	3	*	*	-	1
This is a negative to me	81	77	34	81	15	19	39	72	5	**	**	**	**	**	15	**	**	**	**	**	**	**
	6%	6%	4%	6%	3%	5%	4%	6%	7%	**	**	**	**	**	3%	**	**	**	**	**	**	**
		d		d						a												
This is not important to me - don't mind if not offered	394	358	226	394	129	76	227	371	15	**	**	**	**	**	126	**	**	**	**	**	**	**
	28%	27%	28%	28%	25%	20%	26%	28%	23%	**	**	**	**	**	25%	**	**	**	**	**	**	**
		e	e	e			e	c	c		c											
This is mandatory to me - a must have	364	332	252	364	162	130	249	316	23	**	**	**	**	**	153	**	**	**	**	**	**	**
	26%	25%	31%	26%	31%	34%	29%	24%	36%	**	**	**	**	**	30%	**	**	**	**	**	**	**
			ac		ac	acf			a	ad												
This is a 'nice to have' , but I can live without it being offered	272	255	137	272	102	64	158	253	9	**	**	**	**	**	100	**	**	**	**	**	**	**
	19%	19%	17%	19%	19%	17%	18%	19%	14%	**	**	**	**	**	20%	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	313	296	165	313	118	97	198	290	13	**	**	**	**	**	115	**	**	**	**	**	**	**
	22%	22%	20%	22%	23%	25%	23%	22%	20%	**	**	**	**	**	23%	**	**	**	**	**	**	**
						b																

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1510	370	368	427	334	11	181	131	146	115	5	320	25	228	1410	100
Weighted total	1424	444	373	404	188	14	190	114	119	99	4	334	14	171	1330	94
This is a negative to me	**81**	37	16	24	2	**	6	1	4	4	**	8	**	6	77	4
	6%	*8%*	*4%*	*6%*	*1%*	**	*3%*	*1%*	*3%*	*4%*	**	*2%*	**	*4%*	*6%*	*4%*
		bd	d	d												
This is not important to me - don't mind if not offered	**394**	144	104	103	39	**	60	20	27	22	**	87	**	35	368	26
	28%	*32%*	*28%*	*25%*	*21%*	**	*31%*	*17%*	*23%*	*22%*	**	*26%*	**	*21%*	*28%*	*27%*
		cd	d				b									
This is mandatory to me - a must have	**364**	80	83	121	77	**	55	30	40	37	**	104	**	53	328	36
	26%	*18%*	*22%*	*30%*	*41%*	**	*29%*	*26%*	*34%*	*38%*	**	*31%*	**	*31%*	*25%*	*38%*
				ab	**abc**											a
This is a 'nice to have' , but I can live without it being offered	**272**	93	79	70	27	**	32	30	21	17	**	59	**	40	257	16
	19%	*21%*	*21%*	*17%*	*14%*	**	*17%*	*26%*	*18%*	*17%*	**	*18%*	**	*23%*	*19%*	*17%*
		d	d					a								
This is a 'great to have' - makes a difference and can sway my decision	**313**	90	91	86	43	**	38	33	26	19	**	77	**	37	300	13
	22%	*20%*	*24%*	*21%*	*23%*	**	*20%*	*29%*	*22%*	*19%*	**	*23%*	**	*21%*	*23%*	*14%*
															b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1510**	1504	6	423	155	1485	25	416	162	363	1347	203	2
Weighted total	**1424**	1420	4	378	148	1402	22	374	152	297	1240	135	1
This is a negative to me	**81**	81	**	11	4	81	**	11	4	7	75	9	**
	6%	*6%*	**	*3%*	*3%*	*6%*	**	*3%*	*3%*	*2%*	*6%* a	*7%* a	**
This is not important to me - don't mind if not offered	**394**	391	**	92	37	386	**	91	38	69	336	35	**
	28%	*28%*	**	*24%*	*25%*	*28%*	**	*24%*	*25%*	*23%*	*27%*	*26%*	**
This is mandatory to me - a must have	**364**	363	**	114	48	358	**	110	52	72	319	33	**
	26%	*26%*	**	*30%*	*32%*	*26%*	**	*29%*	*34%*	*24%*	*26%*	*25%*	**
This is a 'nice to have' , but I can live without it being offered	**272**	272	**	79	23	268	**	79	23	68	231	23	**
	19%	*19%*	**	*21%*	*16%*	*19%*	**	*21%*	*15%*	*23%*	*19%*	*17%*	**
This is a 'great to have' - makes a difference and can sway my decision	**313**	312	**	82	36	308	**	84	34	82	279	34	**
	22%	*22%*	**	*22%*	*24%*	*22%*	**	*22%*	*23%*	*27%*	*23%*	*25%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	**1510**	306	830	132	-	376	391	134	3	1427	938	502	1249	1041	38
Weighted total	**1424**	264	697	97	-	363	341	114	*	1318	810	453	1180	914	18
This is a negative to me	**81**	9	28	4	**	13	8	5	**	77	34	13	63	54	**
	6%	*3%*	*4%*	*4%*	**	*3%*	*2%*	*4%*	**	*6%* c	*4%*	*3%*	*5%*	*6%*	**
This is not important to me - don't mind if not offered	**394**	69	187	25	**	81	84	28	**	358	226	105	311	258	**
	28%	*26%*	*27%*	*26%*	**	*22%*	*25%*	*24%*	**	*27%*	*28%* c	*23%*	*26%*	*28%*	**
This is mandatory to me - a must have	**364**	74	223	26	**	118	93	27	**	331	252	144	311	234	**
	26%	*28%*	*32%*	*27%*	**	*33%*	*27%*	*24%*	**	*25%*	*31%* a	*32%* a	*26%*	*26%*	**
This is a 'nice to have' , but I can live without it being offered	**272**	47	114	14	**	71	68	22	**	255	136	88	229	160	**
	19%	*18%*	*16%*	*15%*	**	*20%*	*20%*	*19%*	**	*19%*	*17%*	*19%*	*19%*	*18%*	**
This is a 'great to have' - makes a difference and can sway my decision	**313**	66	144	28	**	80	87	33	**	296	162	104	265	207	**
	22%	*25%*	*21%*	*29%* b	**	*22%*	*26%*	*29%*	**	*22%*	*20%*	*23%*	*22%*	*23%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1510	358	261	269	67	73	1154	996	70	13	24	8	1467	1289	1474	1232	1477
Weighted total	1424	315	222	244	66	63	1082	874	60	11	24	7	1376	1161	1381	1121	1390
This is a negative to me	**81**	8	4	8	2	*	60	55	2	**	**	**	77	61	77	51	80
	6%	*3%*	*2%*	*3%*	*3%*	**%*	*6%*	*6%*	*4%*	**	**	**	*6%*	*5%*	*6%*	*5%*	*6%*
This is not important to me - don't mind if not offered	**394**	70	59	57	8	13	284	253	14	**	**	**	373	309	377	310	378
	28%	*22%*	*27%*	*23%*	*11%*	*21%*	*26%*	*29%*	*24%*	**	**	**	*27%*	*27%*	*27%*	*28%*	*27%*
		d	d	d													
This is mandatory to me - a must have	**364**	106	63	70	17	18	295	221	22	**	**	**	357	310	357	282	357
	26%	*34%*	*29%*	*29%*	*26%*	*28%*	*27%*	*25%*	*36%*	**	**	**	*26%*	*27%*	*26%*	*25%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**272**	62	37	55	16	11	195	156	12	**	**	**	263	221	264	218	267
	19%	*20%*	*17%*	*23%*	*24%*	*18%*	*18%*	*18%*	*21%*	**	**	**	*19%*	*19%*	*19%*	*19%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**313**	69	59	54	23	21	248	189	9	**	**	**	306	260	306	260	307
	22%	*22%*	*26%*	*22%*	*36%*	*33%*	*23%*	*22%*	*16%*	**	**	**	*22%*	*22%*	*22%*	*23%*	*22%*
					ac	a											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1510	892	1456	352	12	1267	51	246	1264	223	12	65	208	171	1070	262
Weighted total	1424	810	1367	291	11	1180	57	243	1180	210	16	61	188	155	1032	233
This is a negative to me	**81**	42	75	10	**	59	6	17	64	9	**	*	9	3	61	16
	6%	*5%*	*5%*	*4%*	**	*5%*	*11%*	*7%*	*5%*	*4%*	**	*%*	*5%*	*2%*	*6%* a	*7%* a
This is not important to me - don't mind if not offered	**394**	213	378	65	**	336	14	53	341	50	**	17	46	33	291	68
	28%	*26%*	*28%* c	*22%*	**	*29%*	*26%*	*22%*	*29%* a	*24%*	**	*28%*	*25%*	*21%*	*28%*	*29%*
This is mandatory to me - a must have	**364**	216	348	86	**	284	23	90	274	69	**	29	63	45	269	50
	26%	*27%*	*25%*	*30%*	**	*24%*	*40%* a	*37%* b	*23%*	*33%*	**	*47%* b	*33%*	*29%*	*26%*	*21%*
This is a 'nice to have' , but I can live without it being offered	**272**	160	262	55	**	233	4	31	241	35	**	8	30	38	188	45
	19%	*20%*	*19%*	*19%*	**	*20%* b	*7%*	*13%*	*20%* a	*17%*	**	*13%*	*16%*	*25%* b	*18%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**313**	179	304	74	**	267	10	53	260	47	**	7	41	36	223	54
	22%	*22%*	*22%*	*25%*	**	*23%*	*17%*	*22%*	*22%*	*22%*	**	*12%*	*22%*	*23%*	*22%*	*23%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1510**	153	82	1257	865	645
Weighted total	**1424**	159	85	1169	807	616
This is a negative to me	**81**	5	4	72	47	33
	6%	*3%*	*4%*	*6%*	*6%*	*5%*
This is not important to me - don't mind if not offered	**394**	34	27	326	207	187
	28%	*21%*	*32%*	*28%*	*26%*	*30%* a
This is mandatory to me - a must have	**364**	41	22	299	202	162
	26%	*26%*	*25%*	*26%*	*25%*	*26%*
This is a 'nice to have' , but I can live without it being offered	**272**	42	15	214	165	107
	19%	*26%* c	*18%*	*18%*	*20%*	*17%*
This is a 'great to have' - makes a difference and can sway my decision	**313**	37	18	258	186	127
	22%	*23%*	*21%*	*22%*	*23%*	*21%*

Columns Tested: a,b,c - a,b

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1510**	145	110	128	173	135	83	122	100	160	137	124	93
Weighted total	**1424**	124	122	118	156	137	81	92	93	164	130	127	80
This is a negative to me	**81**	10	6	5	9	5	2	11	8	14	7	1	2
	6%	*8%*	*5%*	*4%*	*6%*	*4%*	*2%*	*12%*	*8%*	*9%*	*5%*	*1%*	*3%*
		k	k		k			**cdefkl**	k	k	k		
This is not important to me - don't mind if not offered	**394**	37	38	20	57	34	27	27	18	46	36	25	29
	28%	*30%*	*31%*	*17%*	*36%*	*25%*	*33%*	*30%*	*20%*	*28%*	*28%*	*19%*	*37%*
		c	**ck**		**cehk**		**chk**	c		c	c		**chk**
This is mandatory to me - a must have	**364**	36	32	41	32	44	21	19	25	37	30	34	14
	26%	*29%*	*26%*	*34%*	*21%*	*32%*	*26%*	*20%*	*27%*	*22%*	*23%*	*27%*	*17%*
		l		**dgijl**		**dgl**							
This is a 'nice to have' , but I can live without it being offered	**272**	24	27	24	22	34	15	13	9	33	29	31	11
	19%	*19%*	*22%*	*20%*	*14%*	*25%*	*19%*	*15%*	*9%*	*20%*	*23%*	*24%*	*13%*
		h	h	h		**dghl**				h	h	**dhl**	
This is a 'great to have' - makes a difference and can sway my decision	**313**	17	19	28	36	19	16	21	33	34	27	36	24
	22%	*14%*	*16%*	*24%*	*23%*	*14%*	*20%*	*23%*	*36%*	*21%*	*21%*	*29%*	*30%*
				ae	**ae**				**abdefgij**			**abe**	**abe**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Daily collection service (QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1510**	383	391	382	354
Weighted total	**1424**	365	374	349	336
This is a negative to me	**81**	21	16	34	10
	6%	*6%*	*4%*	*10%*	*3%*
				abd	
This is not important to me - don't mind if not offered	**394**	95	118	91	90
	28%	*26%*	*31%*	*26%*	*27%*
This is mandatory to me - a must have	**364**	109	97	80	78
	26%	*30%*	*26%*	*23%*	*23%*
		cd			
This is a 'nice to have' , but I can live without it being offered	**272**	75	72	55	70
	19%	*21%*	*19%*	*16%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**313**	65	72	89	87
	22%	*18%*	*19%*	*25%*	*26%*
				ab	**ab**

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 51

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	743	462	175	58	48	-	281	137	131	47	26	83
Weighted total	735	701	21	7	6	-	34	212	163	57	19	36
Standard 1st Class	326	308	11	4	**	**	18	64	80	**	**	15
	44%	44%	51%	55%	**	**	54%	30%	49%	**	**	40%
					a		a		a			
Signed for 1st Class	256	240	9	4	**	**	16	65	68	**	**	9
	35%	34%	43%	51%	**	**	47%	31%	42%	**	**	25%
			a	a	a		a		e			
Standard 2nd Class	253	241	8	3	**	**	13	75	51	**	**	14
	34%	34%	37%	45%	**	**	38%	36%	31%	**	**	37%
Royal Mail tracked 24 hours	183	176	3	2	**	**	6	56	40	**	**	8
	25%	25%	13%	31%	**	**	19%	26%	25%	**	**	21%
		bf		bf								
Special Delivery Guaranteed by 1pm	139	133	4	2	**	**	7	28	42	**	**	4
	19%	19%	17%	24%	**	**	20%	13%	26%	**	**	10%
									ae			
Signed for 2nd Class	139	131	5	2	**	**	8	46	31	**	**	10
	19%	19%	22%	26%	**	**	22%	22%	19%	**	**	27%
								c				c
Royal Mail tracked 48 hours	127	121	3	2	**	**	5	46	26	**	**	6
	17%	17%	13%	24%	**	**	16%	22%	16%	**	**	17%
								c				
Parcelforce Worldwide	106	101	2	1	**	**	4	32	31	**	**	3
	14%	14%	12%	16%	**	**	12%	15%	19%	**	**	7%
									e			
International standard mail (previously Airmail)	82	78	2	1	**	**	4	21	25	**	**	3
	11%	11%	12%	13%	**	**	11%	10%	16%	**	**	7%
International Signed	71	69	2	*	**	**	2	22	17	**	**	2
	10%	10%	8%	5%	**	**	7%	11%	11%	**	**	6%
International Tracked and Signed	69	67	1	*	**	**	2	19	24	**	**	4
	9%	10%	6%	3%	**	**	5%	9%	14%	**	**	11%
		f										
International Tracked (previously Airsure)	67	65	2	*	**	**	2	26	21	**	**	2
	9%	9%	9%	3%	**	**	7%	12%	13%	**	**	6%
Special Delivery Guaranteed by 9am	48	45	1	1	**	**	2	7	13	**	**	3
	7%	6%	6%	10%	**	**	7%	3%	8%	**	**	9%
International Economy (previously surface mail)	34	33	1	*	**	**	1	8	8	**	**	*
	5%	5%	5%	1%	**	**	4%	4%	5%	**	**	1%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	**d**	e
Unweighted total	**743**	462	175	58	48	-	281	137	131	47	26	83
Weighted total	**735**	701	21	7	6	-	34	212	163	57	19	36
None of these (DO NOT READ OUT)	**92**	88	3	1	**	**	4	25	19	**	**	5
	13%	*13%*	*13%*	*14%*	**	**	*12%*	*12%*	*12%*	**	**	*14%*
Don't Know (DO NOT READ OUT)	**3**	3	*	-	**	**	*	2	1	**	**	-
	***%**	*%*	*%*	-%	**	**	*%*	*1%*	*%*	**	**	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	**	**	-	-	-	**	**	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	743	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total	735	74	67	115	15	63	121	63	60	65	645	27	30	32
Standard 1st Class	326	44	**	51	**	**	52	30	**	21	285	12	14	15
	44%	59%	**	44%	**	**	43%	47%	**	32%	44%	46%	47%	46%
		bij												
Signed for 1st Class	256	33	**	43	**	**	40	17	**	16	222	9	10	15
	35%	45%	**	37%	**	**	33%	27%	**	25%	34%	35%	32%	46%
		i												gij
Standard 2nd Class	253	33	**	38	**	**	37	26	**	18	217	9	13	15
	34%	44%	**	33%	**	**	31%	41%	**	28%	34%	32%	44%	46%
		h						h					eh	efhij
Royal Mail tracked 24 hours	183	17	**	31	**	**	26	19	**	16	158	5	9	10
	25%	23%	**	27%	**	**	22%	30%	**	25%	24%	20%	31%	32%
														e
Special Delivery Guaranteed by 1pm	139	22	**	24	**	**	28	10	**	7	123	6	7	4
	19%	30%	**	21%	**	**	23%	16%	**	10%	19%	23%	22%	12%
		eim					m							
Signed for 2nd Class	139	15	**	20	**	**	17	15	**	16	121	3	7	8
	19%	21%	**	17%	**	**	14%	24%	**	25%	19%	10%	23%	26%
								k		k			k	fk
Royal Mail tracked 48 hours	127	9	**	27	**	**	14	10	**	8	104	6	7	10
	17%	12%	**	24%	**	**	11%	16%	**	12%	16%	22%	25%	31%
				f									efj	aefij
Parcelforce Worldwide	106	12	**	17	**	**	16	8	**	8	89	5	4	8
	14%	16%	**	15%	**	**	13%	12%	**	12%	14%	17%	15%	24%
														ej
International standard mail (previously Airmail)	82	10	**	12	**	**	17	10	**	2	73	2	2	4
	11%	14%	**	10%	**	**	14%	15%	**	3%	11%	8%	7%	12%
							i	i						
International Signed	71	11	**	10	**	**	8	5	**	2	64	2	3	3
	10%	15%	**	9%	**	**	7%	8%	**	4%	10%	7%	9%	8%
		i	fi											
International Tracked and Signed	69	9	**	16	**	**	8	5	**	2	62	1	3	3
	9%	12%	**	14%	**	**	7%	8%	**	3%	10%	4%	9%	8%
				ik										
International Tracked (previously Airsure)	67	11	**	12	**	**	8	5	**	*	61	1	3	3
	9%	14%	**	10%	**	**	7%	8%	**	1%	9%	4%	9%	8%
		ik	ik	i		i					i		i	
Special Delivery Guaranteed by 9am	48	8	**	6	**	**	12	2	**	4	39	2	2	4
	7%	11%	**	5%	**	**	10%	3%	**	6%	6%	9%	8%	11%
		h					h					h	h	h

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	59	41	94	11	49	97	51	50	51	503	72	85	83
Weighted total	**735**	74	67	115	15	63	121	63	60	65	645	27	30	32
International Economy (previously surface mail)	**34**	3	**	9	**	**	8	2	**	2	32	1	1	1
	5%	*4%*	**	*8%*	**	**	*6%*	*3%*	**	*3%*	*5%*	*4%*	*3%*	*2%*
None of these (DO NOT READ OUT)	**92**	8	**	6	**	**	13	8	**	13	82	2	6	2
	13%	*10%*	**	*5%*	**	**	*11%*	*13%*	**	*20%*	*13%*	*9%*	*19%*	*6%*
			c			**chkm**				**cm**	c		**cm**	
Don't Know (DO NOT READ OUT)	**3**	-	**	-	**	**	2	-	**	-	2	-	1	1
	%	*-%*	**	*-%*	**	**	*1%*	*-%*	**	*-%*	**%*	*-%*	*2%*	*2%*
Refused (DO NOT READ OUT)	**-**	-	**	-	**	**	-	-	**	-	-	-	-	-
	-%	*-%*	**	*-%*	**	**	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	743	63	35	90	13	48	103	43	50	53	498	76	85	84
Weighted total	735	80	61	107	13	58	141	54	58	68	641	32	30	33
Standard 1st Class	326	46	**	51	**	**	56	**	**	22	285	13	14	15
	44%	57%	**	47%	**	**	40%	**	**	33%	44%	40%	47%	46%
		bfik												
Signed for 1st Class	256	33	**	37	**	**	47	**	**	16	222	10	10	15
	35%	41%	**	35%	**	**	33%	**	**	23%	35%	30%	32%	46%
		i	i											ik
Standard 2nd Class	253	32	**	31	**	**	50	**	**	20	215	11	13	15
	34%	40%	**	29%	**	**	35%	**	**	29%	33%	34%	44%	46%
		h											ch	chij
Royal Mail tracked 24 hours	183	19	**	25	**	**	39	**	**	16	158	5	9	10
	25%	24%	**	23%	**	**	28%	**	**	24%	25%	17%	31%	32%
													ek	ek
Special Delivery Guaranteed by 1pm	139	24	**	24	**	**	28	**	**	7	123	6	7	4
	19%	30%	**	23%	**	**	20%	**	**	10%	19%	20%	22%	12%
		ijm												
Signed for 2nd Class	139	13	**	16	**	**	28	**	**	16	121	3	7	8
	19%	17%	**	15%	**	**	20%	**	**	24%	19%	9%	23%	26%
							k			k	k		k	k
Royal Mail tracked 48 hours	127	9	**	29	**	**	17	**	**	10	104	6	7	10
	17%	12%	**	27%	**	**	12%	**	**	14%	16%	19%	25%	30%
				aefj									af	aefgij
Parcelforce Worldwide	106	10	**	17	**	**	20	**	**	8	89	5	4	8
	14%	12%	**	16%	**	**	14%	**	**	11%	14%	15%	15%	24%
														j
International standard mail (previously Airmail)	82	8	**	12	**	**	23	**	**	2	73	2	2	4
	11%	11%	**	12%	**	**	16%	**	**	3%	11%	7%	7%	12%
							i							
International Signed	71	11	**	10	**	**	10	**	**	2	64	2	3	3
	10%	14%	**	10%	**	**	7%	**	**	3%	10%	6%	9%	8%
		i	fikm											
International Tracked and Signed	69	9	**	14	**	**	9	**	**	2	62	1	3	3
	9%	11%	**	13%	**	**	7%	**	**	3%	10%	4%	9%	8%
				ik		k								
International Tracked (previously Airsure)	67	11	**	12	**	**	12	**	**	*	61	1	3	3
	9%	13%	**	11%	**	**	8%	**	**	1%	9%	4%	9%	8%
		ik	gik	i		ik	i				i		i	
Special Delivery Guaranteed by 9am	48	8	**	6	**	**	11	**	**	4	39	3	2	4
	7%	10%	**	6%	**	**	8%	**	**	6%	6%	8%	8%	11%
		h					h					h	h	h

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**743**	63	35	90	13	48	103	43	50	53	498	76	85	84
Weighted total	**735**	80	61	107	13	58	141	54	58	68	641	32	30	33
International Economy (previously surface mail)	**34**	3	**	9	**	**	9	**	**	2	32	1	1	1
	5%	*4%*	**	*9%* g	**	**	*7%*	**	**	*3%*	*5%*	*4%*	*3%*	*2%*
None of these (DO NOT READ OUT)	**92**	7	**	4	**	**	17	**	**	13	80	5	6	2
	13%	*9%*	** **chm**	*4%*	**	** **chm**	*12%* c	**	**	*19%* **chm**	*12%* c	*15%* c	*19%* **chm**	*6%*
Don't Know (DO NOT READ OUT)	**3**	-	**	*	**	**	2	**	**	-	2	-	1	1
	***%**	*-%*	**	**%*	**	**	*1%*	**	**	*-%*	**%*	*-%*	*2%*	*2%*
Refused (DO NOT READ OUT)	**-**	-	**	-	**	**	-	**	**	-	-	-	-	-
	-%	*-%*	**	*-%*	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	743	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total	735	12	123	8	46	297	9	23	209	583	152	675	60	717	18
Standard 1st Class	326	**	52	**	25	119	**	**	102	255	71	297	29	319	**
	44%	**	43%	**	55%	40%	**	**	49% e	44%	46%	44%	49%	44%	**
Signed for 1st Class	256	**	38	**	13	93	**	**	85	198	58	237	19	253	**
	35%	**	31%	**	28%	31%	**	**	41% e	34%	38%	35%	31%	35%	**
Standard 2nd Class	253	**	38	**	13	110	**	**	78	184	70	237	16	246	**
	34%	**	31%	**	28%	37%	**	**	37%	32%	46% a	35%	27%	34%	**
Royal Mail tracked 24 hours	183	**	26	**	8	75	**	**	59	134	48	160	22	181	**
	25%	**	21%	**	17%	25%	**	**	28%	23%	32% a	24%	37% a	25%	**
Special Delivery Guaranteed by 1pm	139	**	29	**	7	45	**	**	48	105	34	128	12	136	**
	19%	**	24% e	**	15%	15%	**	**	23% e	18%	22%	19%	20%	19%	**
Signed for 2nd Class	139	**	23	**	3	55	**	**	44	102	37	134	4	135	**
	19%	**	19% d	**	7%	18% d	**	**	21% d	17%	24% a	20% b	7%	19%	**
Royal Mail tracked 48 hours	127	**	17	**	8	50	**	**	47	100	27	110	16	123	**
	17%	**	14%	**	18%	17%	**	**	22%	17%	18%	16%	27% a	17%	**
Parcelforce Worldwide	106	**	22	**	3	40	**	**	37	80	25	95	10	106	**
	14%	**	18%	**	7%	14%	**	**	18%	14%	17%	14%	17%	15%	**
International standard mail (previously Airmail)	82	**	15	**	2	43	**	**	21	64	18	72	9	82	**
	11%	**	12%	**	5%	14%	**	**	10%	11%	12%	11%	16%	11%	**
International Signed	71	**	9	**	2	39	**	**	17	61	10	65	6	67	**
	10%	**	8%	**	5%	13%	**	**	8%	10%	7%	10%	9%	9%	**
International Tracked and Signed	69	**	9	**	2	38	**	**	17	62	7	63	6	67	**
	9%	**	8%	**	4%	13%	**	**	8%	11% b	5%	9%	10%	9%	**
International Tracked (previously Airsure)	67	**	13	**	2	33	**	**	19	62	6	61	6	63	**
	9%	**	11%	**	4%	11%	**	**	9%	11% b	4%	9%	10%	9%	**
Special Delivery Guaranteed by 9am	48	**	14	**	4	10	**	**	17	37	11	48	*	48	**
	7%	**	11% e	**	9%	3%	**	**	8% e	6%	7%	7% b	*%	7%	**
International Economy (previously surface mail)	34	**	8	**	*	15	**	**	11	31	3	31	3	34	**
	5%	**	7%	**	1%	5%	**	**	5%	5%	2%	5%	5%	5%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		***a**	b	***c**	d	e	***f**	***g**	h	a	b	a	b	a	***b**
Unweighted total	**743**	17	121	14	52	251	16	25	239	554	189	675	68	729	14
Weighted total	**735**	12	123	8	46	297	9	23	209	583	152	675	60	717	18
None of these (DO NOT READ OUT)	**92**	**	24	**	7	44	**	**	8	73	19	85	7	92	**
	13%	**	*20%*	**	*15%*	*15%*	**	**	*4%*	*13%*	*12%*	*13%*	*12%*	*13%*	**
			h		h	h									
Don't Know (DO NOT READ OUT)	**3**	**	-	**	-	2	**	**	1	3	-	3	*	3	**
	%	**	*-%*	**	*-%*	*1%*	**	**	*%*	*1%*	*-%*	*%*	*%*	*%*	**
Refused (DO NOT READ OUT)	**-**	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	*-%*	**	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	743	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total	735	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
Standard 1st Class	326	120	64	139	190	110	22	**	**	**	**	**	300	26	31	159	136
	44%	43%	44%	46%	44%	44%	55%	**	**	**	**	**	44%	57%	43%	44%	46%
														abi			
Signed for 1st Class	256	95	51	108	152	87	16	**	**	**	**	**	240	16	21	131	103
	35%	34%	35%	36%	35%	35%	39%	**	**	**	**	**	35%	35%	29%	36%	35%
Standard 2nd Class	253	80	53	114	141	86	23	**	**	**	**	**	227	27	15	126	113
	34%	29%	37%	38%	32%	34%	56%	**	**	**	**	**	33%	58%	20%	35%	38%
				a			abi							abi		a	a
Royal Mail tracked 24 hours	183	63	40	79	116	56	9	**	**	**	**	**	172	11	13	103	67
	25%	23%	28%	26%	27%	22%	22%	**	**	**	**	**	25%	24%	18%	28%	22%
Special Delivery Guaranteed by 1pm	139	41	33	66	83	46	8	**	**	**	**	**	129	10	7	75	57
	19%	15%	23%	22%	19%	18%	20%	**	**	**	**	**	19%	23%	10%	21%	19%
			a	a													
Signed for 2nd Class	139	49	25	61	77	47	14	**	**	**	**	**	124	14	12	65	62
	19%	17%	18%	20%	18%	19%	35%	**	**	**	**	**	18%	31%	17%	18%	21%
							abi							abi			
Royal Mail tracked 48 hours	127	54	25	48	91	29	5	**	**	**	**	**	120	7	14	77	36
	17%	19%	17%	16%	21%	12%	12%	**	**	**	**	**	17%	14%	19%	21%	12%
					b								b			c	
Parcelforce Worldwide	106	29	31	45	61	36	6	**	**	**	**	**	97	8	10	51	45
	14%	10%	22%	15%	14%	14%	16%	**	**	**	**	**	14%	18%	14%	14%	15%
			a														
International standard mail (previously Airmail)	82	17	16	49	33	32	15	**	**	**	**	**	65	17	4	29	49
	11%	6%	11%	16%	7%	13%	37%	**	**	**	**	**	9%	37%	5%	8%	16%
				a		a	abi							abi			ab
International Signed	71	12	16	42	33	28	10	**	**	**	**	**	60	10	2	31	38
	10%	4%	11%	14%	7%	11%	26%	**	**	**	**	**	9%	23%	3%	8%	13%
			a	a			abi							abi			a
International Tracked and Signed	69	13	16	38	34	21	14	**	**	**	**	**	55	14	2	32	35
	9%	5%	11%	13%	8%	8%	35%	**	**	**	**	**	8%	30%	3%	9%	12%
			a	a			abi							abi			a
International Tracked (previously Airsure)	67	12	17	36	32	23	13	**	**	**	**	**	54	13	2	30	35
	9%	4%	12%	12%	7%	9%	31%	**	**	**	**	**	8%	28%	3%	8%	12%
			a	a			abi							abi			a
Special Delivery Guaranteed by 9am	48	11	15	21	28	19	1	**	**	**	**	**	46	1	4	24	20
	7%	4%	11%	7%	6%	7%	4%	**	**	**	**	**	7%	3%	5%	7%	7%
			a														
International Economy (previously surface mail)	34	8	9	17	16	16	2	**	**	**	**	**	32	2	-	16	18
	5%	3%	6%	6%	4%	6%	6%	**	**	**	**	**	5%	5%	-%	4%	6%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**743**	299	148	291	382	293	58	7	3	-	-	-	675	68	59	323	361
Weighted total	**735**	281	144	303	436	253	41	3	2	-	-	-	689	46	72	364	299
None of these (DO NOT READ OUT)	**92**	41	16	33	46	42	3	**	**	**	**	**	88	4	13	33	46
	13%	*15%*	*11%*	*11%*	*11%*	*17%* a	*8%*	**	**	**	**	**	*13%*	*8%*	*18%* b	*9%*	*15%* b
Don't Know (DO NOT READ OUT)	**3**	1	2	*	3	-	-	**	**	**	**	**	3	-	-	3	-
	***%**	*%	*2%* c	*%	*1%*	-%	-%	**	**	**	**	**	*%	-%	-%	*1%*	-%
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total	**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
Standard 1st Class	**326**	246	233	280	326	124	226	250	**	**	**	**	**	**	314	**	**	**	**	**	**	**
	44%	*50%*	*51%*	*49%*	*44%*	*53%*	*46%*	*49%*	**	**	**	**	**	**	*44%*	**	**	**	**	**	**	**
		d	d			d																
Signed for 1st Class	**256**	185	183	217	256	99	177	199	**	**	**	**	**	**	250	**	**	**	**	**	**	**
	35%	*38%*	*40%*	*38%*	*35%*	*42%*	*36%*	*39%*	**	**	**	**	**	**	*35%*	**	**	**	**	**	**	**
						d																
Standard 2nd Class	**253**	181	175	215	253	91	172	190	**	**	**	**	**	**	243	**	**	**	**	**	**	**
	34%	*37%*	*38%*	*37%*	*34%*	*39%*	*35%*	*37%*	**	**	**	**	**	**	*34%*	**	**	**	**	**	**	**
Royal Mail tracked 24 hours	**183**	124	120	143	183	55	130	125	**	**	**	**	**	**	173	**	**	**	**	**	**	**
	25%	*25%*	*26%*	*25%*	*25%*	*23%*	*26%*	*24%*	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
Special Delivery Guaranteed by 1pm	**139**	93	89	105	139	52	110	96	**	**	**	**	**	**	134	**	**	**	**	**	**	**
	19%	*19%*	*19%*	*18%*	*19%*	*22%*	*22%*	*19%*	**	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
Signed for 2nd Class	**139**	95	88	116	139	51	93	101	**	**	**	**	**	**	132	**	**	**	**	**	**	**
	19%	*19%*	*19%*	*20%*	*19%*	*22%*	*19%*	*20%*	**	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
Royal Mail tracked 48 hours	**127**	81	84	99	127	34	81	85	**	**	**	**	**	**	121	**	**	**	**	**	**	**
	17%	*17%*	*18%*	*17%*	*17%*	*14%*	*16%*	*17%*	**	**	**	**	**	**	*17%*	**	**	**	**	**	**	**
Parcelforce Worldwide	**106**	80	80	96	106	34	82	91	**	**	**	**	**	**	104	**	**	**	**	**	**	**
	14%	*16%*	*17%*	*17%*	*14%*	*14%*	*17%*	*18%*	**	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
International standard mail (previously Airmail)	**82**	51	60	67	82	34	52	59	**	**	**	**	**	**	76	**	**	**	**	**	**	**
	11%	*11%*	*13%*	*12%*	*11%*	*14%*	*11%*	*11%*	**	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
International Signed	**71**	40	47	57	71	21	46	54	**	**	**	**	**	**	68	**	**	**	**	**	**	**
	10%	*8%*	*10%*	*10%*	*10%*	*9%*	*9%*	*11%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
International Tracked and Signed	**69**	42	50	59	69	16	46	56	**	**	**	**	**	**	64	**	**	**	**	**	**	**
	9%	*9%*	*11%*	*10%*	*9%*	*7%*	*9%*	*11%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
International Tracked (previously Airsure)	**67**	40	50	57	67	20	48	54	**	**	**	**	**	**	64	**	**	**	**	**	**	**
	9%	*8%*	*11%*	*10%*	*9%*	*9%*	*10%*	*11%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
								b														
Special Delivery Guaranteed by 9am	**48**	31	36	38	48	20	35	35	**	**	**	**	**	**	46	**	**	**	**	**	**	**
	7%	*6%*	*8%*	*7%*	*7%*	*8%*	*7%*	*7%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
International Economy (previously surface mail)	**34**	25	24	31	34	9	22	30	**	**	**	**	**	**	34	**	**	**	**	**	**	**
	5%	*5%*	*5%*	*5%*	*5%*	*4%*	*5%*	*6%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**92**	45	44	57	92	25	54	55	**	**	**	**	**	**	84	**	**	**	**	**	**	**
	13%	*9%*	*10%*	*10%*	*13%*	*11%*	*11%*	*11%*	**	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
								b														

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**743**	551	512	613	743	303	544	505	43	23	29	7	6	-	706	16	13	6	1	1	-	2
Weighted total	**735**	489	462	574	735	235	496	513	26	14	15	3	4	-	707	13	12	3	*	*	-	1
Don't Know (DO NOT READ OUT)	**3**	2	1	3	3	2	3	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*%	*%	*1%*	*%	*1%*	*1%*	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	743	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	735	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
Standard 1st Class	326	44	47	112	72	**	116	71	70	65	**	199	**	106	272	54
	44%	37%	37%	56%	59%	**	45%	45%	40%	48%	**	41%	**	53%	49%	30%
				ab	ab									a	b	
Signed for 1st Class	256	37	48	83	47	**	80	69	53	51	**	160	**	78	203	53
	35%	31%	38%	41%	39%	**	31%	43%	30%	38%	**	33%	**	39%	36%	30%
								ac								
Standard 2nd Class	253	31	47	70	64	**	78	66	56	52	**	171	**	63	213	41
	34%	26%	37%	35%	53%	**	31%	41%	32%	38%	**	35%	**	31%	38%	23%
					abc			a							b	
Royal Mail tracked 24 hours	183	26	51	42	23	**	62	48	39	32	**	112	**	59	146	36
	25%	22%	40%	21%	19%	**	24%	30%	23%	23%	**	23%	**	29%	26%	20%
			acd													
Special Delivery Guaranteed by 1pm	139	15	22	40	29	**	37	30	42	28	**	93	**	38	119	20
	19%	12%	17%	20%	24%	**	15%	19%	24%	21%	**	19%	**	19%	21%	11%
					a				a						b	
Signed for 2nd Class	139	19	32	36	28	**	39	33	37	28	**	95	**	34	114	25
	19%	16%	25%	18%	23%	**	15%	21%	21%	20%	**	19%	**	17%	20%	14%
Royal Mail tracked 48 hours	127	22	35	30	13	**	46	36	30	15	**	86	**	30	102	25
	17%	18%	27%	15%	11%	**	18%	22%	17%	11%	**	18%	**	15%	18%	14%
			cd					d								
Parcelforce Worldwide	106	14	26	36	19	**	24	39	20	21	**	75	**	28	92	13
	14%	12%	20%	18%	16%	**	9%	24%	11%	15%	**	15%	**	14%	17%	8%
								ac							b	
International standard mail (previously Airmail)	82	6	11	26	24	**	15	12	24	29	**	56	**	24	68	14
	11%	5%	9%	13%	19%	**	6%	7%	14%	21%	**	11%	**	12%	12%	8%
				a	ab				a	ab						
International Signed	71	8	14	20	14	**	8	17	20	23	**	51	**	17	57	14
	10%	7%	11%	10%	12%	**	3%	11%	12%	17%	**	10%	**	9%	10%	8%
								a	a	a						
International Tracked and Signed	69	7	11	23	18	**	7	16	18	25	**	55	**	13	49	20
	9%	6%	8%	11%	15%	**	3%	10%	11%	18%	**	11%	**	7%	9%	11%
					a			a	a	abc		c				
International Tracked (previously Airsure)	67	10	13	18	16	**	8	15	15	28	**	53	**	13	51	16
	9%	9%	10%	9%	13%	**	3%	10%	9%	20%	**	11%	**	7%	9%	9%
								a	a	abc						

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**743**	97	117	191	202	6	235	166	187	147	8	436	42	258	583	160
Weighted total	**735**	118	128	201	121	6	256	160	174	137	8	489	36	201	557	178
Special Delivery Guaranteed by 9am	**48**	5	12	14	7	**	16	16	8	8	**	33	**	15	40	8
	7%	*4%*	*9%*	*7%*	*6%*	**	*6%*	*10%*	*5%*	*6%*	**	*7%*	**	*7%*	*7%*	*5%*
International Economy (previously surface mail)	**34**	4	5	12	10	**	8	7	7	11	**	21	**	13	29	6
	5%	*3%*	*4%*	*6%*	*8%*	**	*3%*	*4%*	*4%*	*8%* a	**	*4%*	**	*6%*	*5%*	*3%*
None of these (DO NOT READ OUT)	**92**	23	12	12	10	**	33	12	30	12	**	69	**	18	37	55
	13%	*20%* **bcd**	*9%*	*6%*	*8%*	**	*13%*	*7%*	*17%* **bd**	*9%*	**	*14%*	**	*9%*	*7%*	*31%* a
Don't Know (DO NOT READ OUT)	**3**	1	-	2	-	**	1	-	2	-	**	2	**	1	3	-
	****%***	*1%*	*-%*	*1%*	*-%*	**	**%*	*-%*	*1%*	*-%*	**	**%*	**	**%*	*1%*	*-%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	743	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	735	545	29	492	243	532	42	486	249	184	441	88	-
Standard 1st Class	326	264	**	239	87	259	**	244	82	93	243	52	**
	44%	49%	**	49% b	36%	49%	**	50% b	33%	51%	55%	59%	**
Signed for 1st Class	256	202	**	185	71	199	**	189	67	95	184	37	**
	35%	37%	**	38% b	29%	37%	**	39% b	27%	51% b	42%	42%	**
Standard 2nd Class	253	200	**	190	63	197	**	193	60	63	181	41	**
	34%	37%	**	39% b	26%	37%	**	40% b	24%	34%	41%	47% a	**
Royal Mail tracked 24 hours	183	132	**	138	45	131	**	132	51	74	111	25	**
	25%	24%	**	28% b	18%	25%	**	27%	21%	40% bc	25%	28%	**
Special Delivery Guaranteed by 1pm	139	97	**	108	32	97	**	102	38	66	82	28	**
	19%	18%	**	22% b	13%	18%	**	21%	15%	36% b	19%	32% b	**
Signed for 2nd Class	139	109	**	99	40	105	**	102	37	58	95	24	**
	19%	20%	**	20%	17%	20%	**	21% b	15%	32% b	22%	28%	**
Royal Mail tracked 48 hours	127	94	**	93	34	92	**	91	35	53	70	21	**
	17%	17%	**	19%	14%	17%	**	19%	14%	29% b	16%	24% b	**
Parcelforce Worldwide	106	94	**	76	29	89	**	73	33	58	67	35	**
	14%	17%	**	15%	12%	17%	**	15%	13%	32% b	15%	40% b	**
International standard mail (previously Airmail)	82	62	**	59	23	60	**	55	26	26	51	45	**
	11%	11%	**	12%	9%	11%	**	11%	11%	14%	12%	51% ab	**
International Signed	71	55	**	49	22	54	**	47	23	28	38	28	**
	10%	10%	**	10%	9%	10%	**	10%	9%	15% b	9%	32% ab	**
International Tracked and Signed	69	57	**	41	28	56	**	40	29	30	38	27	**
	9%	10%	**	8%	11%	11%	**	8%	12%	17% b	9%	31% ab	**
International Tracked (previously Airsure)	67	53	**	45	22	52	**	44	23	29	36	29	**
	9%	10%	**	9%	9%	10%	**	9%	9%	16% b	8%	33% ab	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**743**	587	26	514	229	572	41	505	238	211	502	124	-
Weighted total	**735**	545	29	492	243	532	42	486	249	184	441	88	-
Special Delivery Guaranteed by 9am	**48**	36	**	32	16	36	**	30	18	28	29	13	**
	7%	*7%*	**	*7%*	*7%*	*7%*	**	*6%*	*7%*	*15%*	*7%*	*15%*	**
										b		b	
International Economy (previously surface mail)	**34**	29	**	17	17	27	**	16	19	15	25	19	**
	5%	*5%*	**	*3%*	*7%*	*5%*	**	*3%*	*7%*	*8%*	*6%*	*21%*	**
					a				a			**ab**	
None of these (DO NOT READ OUT)	**92**	54	**	12	80	48	**	12	80	16	36	3	**
	13%	*10%*	**	*2%*	*33%*	*9%*	**	*2%*	*32%*	*8%*	*8%*	*4%*	**
					a		a		a				
Don't Know (DO NOT READ OUT)	**3**	3	**	3	-	3	**	3	-	1	*	2	**
	%	*1%*	**	*1%*	*-%*	*1%*	**	*1%*	*-%*	*%*	*%*	*2%*	**
												b	
Refused (DO NOT READ OUT)	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	743	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total	735	193	378	82	-	529	459	175	*	462	445	587	442	354	11
Standard 1st Class	326	84	216	59	**	222	277	92	**	229	223	290	241	180	**
	44%	43%	57%	72%	**	42%	60%	53%	**	50%	50%	49%	55%	51%	**
			a	ab			a	a							
Signed for 1st Class	256	95	163	42	**	211	196	75	**	172	171	233	177	146	**
	35%	49%	43%	51%	**	40%	43%	43%	**	37%	38%	40%	40%	41%	**
Standard 2nd Class	253	65	166	46	**	157	224	74	**	168	164	229	144	179	**
	34%	34%	44%	56%	**	30%	49%	42%	**	36%	37%	39%	33%	51%	**
			a	ab			a	a						a	
Royal Mail tracked 24 hours	183	68	95	28	**	180	95	48	**	113	110	161	115	83	**
	25%	35%	25%	34%	**	34%	21%	28%	**	24%	25%	27%	26%	23%	**
		b				b									
Special Delivery Guaranteed by 1pm	139	64	72	22	**	133	82	54	**	85	81	126	90	57	**
	19%	33%	19%	27%	**	25%	18%	31%	**	18%	18%	21%	20%	16%	**
		b				b		b							
Signed for 2nd Class	139	54	78	27	**	107	117	49	**	88	81	128	87	96	**
	19%	28%	21%	33%	**	20%	26%	28%	**	19%	18%	22%	20%	27%	**
		b		b				a						a	
Royal Mail tracked 48 hours	127	55	66	25	**	124	71	43	**	76	79	113	76	57	**
	17%	28%	17%	30%	**	23%	15%	24%	**	16%	18%	19%	17%	16%	**
		b		b		b		b							
Parcelforce Worldwide	106	47	60	35	**	88	72	52	**	78	78	103	84	59	**
	14%	24%	16%	42%	**	17%	16%	30%	**	17%	18%	17%	19%	17%	**
		b		ab				ab							
International standard mail (previously Airmail)	82	24	56	46	**	60	74	76	**	48	57	76	55	48	**
	11%	12%	15%	56%	**	11%	16%	43%	**	10%	13%	13%	12%	14%	**
				ab			a	ab							
International Signed	71	27	39	32	**	63	54	68	**	38	46	69	49	39	**
	10%	14%	10%	38%	**	12%	12%	39%	**	8%	10%	12%	11%	11%	**
				ab				ab							
International Tracked and Signed	69	28	40	31	**	58	48	66	**	40	48	65	51	39	**
	9%	15%	11%	38%	**	11%	11%	38%	**	9%	11%	11%	12%	11%	**
				ab				ab							
International Tracked (previously Airsure)	67	28	39	33	**	61	53	62	**	36	46	63	46	33	**
	9%	15%	10%	41%	**	12%	12%	35%	**	8%	10%	11%	10%	9%	**
				ab				ab							
Special Delivery Guaranteed by 9am	48	29	29	11	**	46	31	21	**	29	34	42	36	18	**
	7%	15%	8%	13%	**	9%	7%	12%	**	6%	8%	7%	8%	5%	**
		b						b							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**743**	204	435	106	-	503	494	178	4	530	496	607	488	416	24
Weighted total	**735**	193	378	82	-	529	459	175	*	462	445	587	442	354	11
International Economy (previously surface mail)	**34**	13	24	17	**	32	27	34	**	23	22	33	25	19	**
	5%	*7%*	*6%*	*20%* **ab**	**	*6%*	*6%*	*19%* **ab**	**	*5%*	*5%*	*6%*	*6%*	*5%*	**
None of these (DO NOT READ OUT)	**92**	14	36	4	**	73	41	22	**	43	43	15	42	28	**
	13%	*7%*	*10%*	*5%*	**	*14%* b	*9%*	*13%*	**	*9%* c	*10%* c	*3%*	*10%*	*8%*	**
Don't Know (DO NOT READ OUT)	**3**	1	1	1	**	1	*	2	**	2	1	3	2	1	**
	****%***	**%*	**%*	*1%*	**	**%*	**%*	*1%* b	**	*1%*	**%*	**%*	*1%*	**%*	**
Refused (DO NOT READ OUT)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total	**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
Standard 1st Class	**326**	326	177	168	61	70	282	209	**	**	**	**	304	275	307	295	321
	44%	*81%*	*61%*	*48%*	*63%*	*80%*	*61%*	*53%*	**	**	**	**	*43%*	*45%*	*44%*	*44%*	*45%*
		bcd	c		c	**bcd**	b										
Signed for 1st Class	**256**	256	132	155	61	53	213	171	**	**	**	**	242	218	244	235	255
	35%	*64%*	*46%*	*44%*	*62%*	*62%*	*46%*	*43%*	**	**	**	**	*35%*	*36%*	*35%*	*35%*	*35%*
		bc			**bc**	**bc**											
Standard 2nd Class	**253**	180	253	109	43	58	178	217	**	**	**	**	243	201	245	229	247
	34%	*45%*	*87%*	*31%*	*44%*	*67%*	*39%*	*55%*	**	**	**	**	*35%*	*33%*	*35%*	*34%*	*34%*
		c	**acde**		c	**acd**		a									
Royal Mail tracked 24 hours	**183**	108	69	183	39	32	107	92	**	**	**	**	180	157	180	172	180
	25%	*27%*	*24%*	*52%*	*40%*	*36%*	*23%*	*23%*	**	**	**	**	*26%*	*26%*	*26%*	*26%*	*25%*
				abe	**ab**	b											
Special Delivery Guaranteed by 1pm	**139**	92	51	139	39	36	91	64	**	**	**	**	124	110	124	125	139
	19%	*23%*	*17%*	*40%*	*41%*	*41%*	*20%*	*16%*	**	**	**	**	*18%*	*18%*	*18%*	*19%*	*19%*
				ab	**ab**	**ab**											
Signed for 2nd Class	**139**	105	139	83	37	38	100	117	**	**	**	**	135	116	135	128	139
	19%	*26%*	*48%*	*24%*	*38%*	*43%*	*22%*	*29%*	**	**	**	**	*19%*	*19%*	*19%*	*19%*	*19%*
			ac		**ac**	**ac**		a									
Royal Mail tracked 48 hours	**127**	79	67	127	33	29	79	68	**	**	**	**	124	98	124	115	123
	17%	*20%*	*23%*	*36%*	*34%*	*34%*	*17%*	*17%*	**	**	**	**	*18%*	*16%*	*18%*	*17%*	*17%*
				ab	**ab**	**ab**											
Parcelforce Worldwide	**106**	79	50	106	45	42	73	69	**	**	**	**	100	87	102	95	106
	14%	*20%*	*17%*	*30%*	*47%*	*48%*	*16%*	*17%*	**	**	**	**	*14%*	*14%*	*14%*	*14%*	*15%*
				ab	**abc**	**abc**											
International standard mail (previously Airmail)	**82**	72	57	59	54	82	68	65	**	**	**	**	74	63	74	74	82
	11%	*18%*	*19%*	*17%*	*56%*	*94%*	*15%*	*16%*	**	**	**	**	*11%*	*10%*	*11%*	*11%*	*11%*
					abc	**abcd**											
International Signed	**71**	57	38	57	71	45	55	51	**	**	**	**	67	56	67	64	71
	10%	*14%*	*13%*	*16%*	*73%*	*52%*	*12%*	*13%*	**	**	**	**	*10%*	*9%*	*9%*	*10%*	*10%*
					abce	**abc**											
International Tracked and Signed	**69**	51	37	52	69	44	52	49	**	**	**	**	67	57	67	63	69
	9%	*13%*	*13%*	*15%*	*71%*	*51%*	*11%*	*12%*	**	**	**	**	*10%*	*9%*	*10%*	*9%*	*10%*
					abce	**abc**											
International Tracked (previously Airsure)	**67**	53	39	58	67	46	49	51	**	**	**	**	64	50	64	61	67
	9%	*13%*	*13%*	*17%*	*69%*	*54%*	*11%*	*13%*	**	**	**	**	*9%*	*8%*	*9%*	*9%*	*9%*
					abce	**abc**											
Special Delivery Guaranteed by 9am	**48**	35	13	48	17	11	32	21	**	**	**	**	45	39	45	43	48
	7%	*9%*	*5%*	*14%*	*18%*	*13%*	*7%*	*5%*	**	**	**	**	*6%*	*6%*	*6%*	*6%*	*7%*
		b		**ab**	**ab**	b											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**743**	428	318	347	86	87	505	445	36	10	27	8	710	646	714	686	727
Weighted total	**735**	400	291	352	97	87	460	396	31	8	28	8	698	610	702	669	721
International Economy (previously surface mail)	**34**	29	24	30	28	34	31	26	**	**	**	**	31	27	31	34	34
	5%	*7%*	*8%*	*8%*	*28%*	*40%*	*7%*	*7%*	**	**	**	**	*4%*	*4%*	*4%*	*5%*	*5%*
					abc	**abc**											
None of these (DO NOT READ OUT)	**92**	-	-	-	-	-	43	31	**	**	**	**	84	77	84	78	87
	13%	*-%*	*-%*	*-%*	*-%*	*-%*	*9%*	*8%*	**	**	**	**	*12%*	*13%*	*12%*	*12%*	*12%*
Don't Know (DO NOT READ OUT)	**3**	-	-	-	-	-	1	-	**	**	**	**	3	3	3	3	3
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**743**	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	**735**	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
Standard 1st Class	**326**	207	314	97	**	242	**	60	247	117	**	29	105	73	203	51
	44%	*42%*	*45%*	*49%*	**	*45%*	**	*39%*	*47%*	*40%*	**	*34%*	*42%*	*46%*	*43%*	*47%*
Signed for 1st Class	**256**	207	250	96	**	190	**	60	181	89	**	15	87	56	163	36
	35%	*42%*	*36%*	*49%*	**	*35%*	**	*39%*	*35%*	*30%*	**	*17%*	*35%*	*35%*	*35%*	*33%*
		b		b									a			
Standard 2nd Class	**253**	154	249	80	**	197	**	65	173	89	**	26	80	52	159	42
	34%	*31%*	*36%*	*41%*	**	*36%*	**	*42%*	*33%*	*31%*	**	*30%*	*32%*	*33%*	*34%*	*39%*
				a				b								
Royal Mail tracked 24 hours	**183**	143	178	74	**	133	**	36	131	54	**	27	38	53	101	29
	25%	*29%*	*25%*	*37%*	**	*25%*	**	*24%*	*25%*	*19%*	**	*31%*	*15%*	*33%*	*22%*	*26%*
				ab								b		b		
Special Delivery Guaranteed by 1pm	**139**	111	129	56	**	103	**	29	100	54	**	17	43	34	76	29
	19%	*23%*	*18%*	*28%*	**	*19%*	**	*19%*	*19%*	*19%*	**	*20%*	*17%*	*21%*	*16%*	*27%*
				b												b
Signed for 2nd Class	**139**	105	137	55	**	103	**	30	102	49	**	16	44	37	82	20
	19%	*21%*	*20%*	*28%*	**	*19%*	**	*19%*	*19%*	*17%*	**	*19%*	*18%*	*23%*	*18%*	*18%*
				b												
Royal Mail tracked 48 hours	**127**	97	123	61	**	97	**	21	98	37	**	14	32	33	74	19
	17%	*20%*	*18%*	*31%*	**	*18%*	**	*13%*	*19%*	*13%*	**	*17%*	*13%*	*21%*	*16%*	*18%*
				ab												
Parcelforce Worldwide	**106**	82	103	61	**	82	**	23	80	40	**	16	29	24	62	20
	14%	*17%*	*15%*	*31%*	**	*15%*	**	*15%*	*15%*	*14%*	**	*18%*	*12%*	*15%*	*13%*	*18%*
				ab												
International standard mail (previously Airmail)	**82**	64	77	49	**	58	**	34	44	34	**	13	25	31	36	15
	11%	*13%*	*11%*	*25%*	**	*11%*	**	*22%*	*8%*	*12%*	**	*15%*	*10%*	*20%*	*8%*	*14%*
				ab				b						b		b
International Signed	**71**	54	70	47	**	55	**	28	41	28	**	10	22	31	29	10
	10%	*11%*	*10%*	*24%*	**	*10%*	**	*18%*	*8%*	*10%*	**	*12%*	*9%*	*20%*	*6%*	*9%*
				ab				b						**bc**		
International Tracked and Signed	**69**	56	69	45	**	48	**	29	36	30	**	12	27	28	27	13
	9%	*11%*	*10%*	*23%*	**	*9%*	**	*19%*	*7%*	*10%*	**	*14%*	*11%*	*18%*	*6%*	*12%*
				ab				b						b		b
International Tracked (previously Airsure)	**67**	50	67	41	**	50	**	27	36	27	**	12	19	30	25	12
	9%	*10%*	*10%*	*21%*	**	*9%*	**	*18%*	*7%*	*9%*	**	*14%*	*8%*	*19%*	*5%*	*11%*
				ab				b						b		b
Special Delivery Guaranteed by 9am	**48**	41	45	21	**	34	**	11	33	21	**	6	19	10	26	11
	7%	*8%*	*6%*	*10%*	**	*6%*	**	*7%*	*6%*	*7%*	**	*8%*	*8%*	*7%*	*6%*	*10%*
				b												

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**743**	494	712	235	9	572	23	150	548	273	14	80	242	149	471	120
Weighted total	**735**	491	698	198	7	543	27	154	522	290	19	86	250	159	467	109
International Economy (previously surface mail)	**34**	29	34	27	**	23	**	17	15	17	**	9	10	9	20	5
	5%	*6%*	*5%*	*13%*	**	*4%*	**	*11%*	*3%*	*6%*	**	*10%*	*4%*	*6%*	*4%*	*5%*
				ab				b				b				
None of these (DO NOT READ OUT)	**92**	60	84	18	**	51	**	23	49	70	**	16	64	16	65	11
	13%	*12%*	*12%*	*9%*	**	*9%*	**	*15%*	*9%*	*24%*	**	*19%*	*26%*	*10%*	*14%*	*10%*
								b								
Don't Know (DO NOT READ OUT)	**3**	2	1	2	**	3	**	-	3	2	**	-	2	-	3	-
	%	*%*	*%*	*1%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	*-%*
				b												
Refused (DO NOT READ OUT)	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**743**	169	69	497	409	334
Weighted total	**735**	196	76	457	380	354
Standard 1st Class	**326**	73	28	224	166	161
	44%	*37%*	*37%*	*49%* a	*44%*	*45%*
Signed for 1st Class	**256**	57	22	176	117	138
	35%	*29%*	*29%*	*39%* a	*31%*	*39%* a
Standard 2nd Class	**253**	61	25	164	124	129
	34%	*31%*	*33%*	*36%*	*33%*	*37%*
Royal Mail tracked 24 hours	**183**	50	30	103	99	83
	25%	*26%*	*39%* **ac**	*22%*	*26%*	*24%*
Special Delivery Guaranteed by 1pm	**139**	35	14	89	75	65
	19%	*18%*	*19%*	*20%*	*20%*	*18%*
Signed for 2nd Class	**139**	33	20	85	72	66
	19%	*17%*	*26%*	*19%*	*19%*	*19%*
Royal Mail tracked 48 hours	**127**	36	14	77	66	61
	17%	*18%*	*19%*	*17%*	*17%*	*17%*
Parcelforce Worldwide	**106**	32	13	60	60	46
	14%	*17%*	*17%*	*13%*	*16%*	*13%*
International standard mail (previously Airmail)	**82**	26	12	44	32	49
	11%	*13%*	*16%*	*10%*	*8%*	*14%* a
International Signed	**71**	22	12	36	32	38
	10%	*11%*	*16%* c	*8%*	*9%*	*11%*
International Tracked and Signed	**69**	23	11	35	32	37
	9%	*12%*	*14%*	*8%*	*8%*	*10%*
International Tracked (previously Airsure)	**67**	25	10	32	31	37
	9%	*13%* c	*14%* c	*7%*	*8%*	*10%*
Special Delivery Guaranteed by 9am	**48**	14	4	31	25	22
	7%	*7%*	*5%*	*7%*	*7%*	*6%*
International Economy (previously surface mail)	**34**	12	6	17	19	15
	5%	*6%*	*7%*	*4%*	*5%*	*4%*
None of these (DO NOT READ OUT)	**92**	36	13	41	46	46
	13%	*19%* c	*17%* c	*9%*	*12%*	*13%*

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**743**	169	69	497	409	334
Weighted total	**735**	196	76	457	380	354
Don't Know (DO NOT READ OUT)	**3**	2	-	1	1	2
	***%**	*1%*	*-%*	**%*	**%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 51 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All sending parcels and packets (QV6a=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total	**735**	67	74	54	88	90	58	46	52	63	59	46	39
Standard 1st Class	**326**	32	33	31	42	43	12	20	21	28	28	**	**
	44%	*48%*	*45%*	*57%*	*47%*	*48%*	*20%*	*44%*	*41%*	*45%*	*48%*	**	**
		f	f	f	f	f		f	f	f	f	f	f
Signed for 1st Class	**256**	29	24	33	37	27	14	14	9	22	20	**	**
	35%	*44%*	*33%*	*61%*	*42%*	*31%*	*24%*	*31%*	*18%*	*36%*	*34%*	**	**
		fhl		**bdefghijkl**	**fhl**					**hl**	l	**fhl**	
Standard 2nd Class	**253**	19	33	20	32	21	12	21	16	29	24	**	**
	34%	*29%*	*45%*	*37%*	*36%*	*24%*	*22%*	*45%*	*31%*	*46%*	*41%*	**	**
			efl	l	l			**efl**		**aefl**	**efl**	**efl**	
Royal Mail tracked 24 hours	**183**	22	11	14	20	25	13	10	18	15	16	**	**
	25%	*32%*	*15%*	*26%*	*22%*	*27%*	*22%*	*21%*	*34%*	*24%*	*27%*	**	**
		bk		k		k			**bk**		k		**bdk**
Special Delivery Guaranteed by 1pm	**139**	21	10	10	21	13	6	10	12	10	13	**	**
	19%	*31%*	*13%*	*18%*	*24%*	*15%*	*10%*	*22%*	*23%*	*16%*	*21%*	**	**
		befil			f								
Signed for 2nd Class	**139**	16	18	13	17	13	5	9	11	13	14	**	**
	19%	*24%*	*25%*	*24%*	*19%*	*14%*	*9%*	*19%*	*22%*	*21%*	*24%*	**	**
		fl	**fl**	**fl**	l	l		l	l	l	**fl**	l	
Royal Mail tracked 48 hours	**127**	11	15	7	12	25	6	4	12	8	9	**	**
	17%	*16%*	*21%*	*14%*	*14%*	*28%*	*10%*	*8%*	*23%*	*13%*	*16%*	**	**
						cdfgi			g			**fg**	
Parcelforce Worldwide	**106**	11	11	11	15	22	6	3	8	3	10	**	**
	14%	*16%*	*15%*	*21%*	*17%*	*24%*	*11%*	*6%*	*16%*	*4%*	*17%*	**	**
		i		**gik**	**gi**	**gikl**			i		i		
International standard mail (previously Airmail)	**82**	15	9	6	12	10	5	4	6	2	11	**	**
	11%	*23%*	*12%*	*11%*	*14%*	*11%*	*8%*	*9%*	*12%*	*3%*	*18%*	**	**
		fgikl	l	l	**ikl**	l			l		**ikl**		
International Signed	**71**	12	9	4	6	8	4	4	6	2	12	**	**
	10%	*19%*	*12%*	*8%*	*7%*	*8%*	*7%*	*9%*	*12%*	*3%*	*21%*	**	**
		dik	k						k		**cdefik**		
International Tracked and Signed	**69**	8	7	6	8	8	4	4	8	-	11	**	**
	9%	*12%*	*9%*	*11%*	*8%*	*8%*	*7%*	*8%*	*15%*	*-%*	*19%*	**	**
		i	i	i	i	i	i	i	i		**di**	i	i
International Tracked (previously Airsure)	**67**	10	9	6	7	8	4	4	4	2	10	**	**
	9%	*15%*	*12%*	*11%*	*8%*	*8%*	*7%*	*8%*	*8%*	*3%*	*16%*	**	**
		ik	k								**ik**		
Special Delivery Guaranteed by 9am	**48**	7	1	5	13	4	3	3	1	3	4	**	**
	7%	*11%*	*1%*	*9%*	*15%*	*4%*	*5%*	*6%*	*1%*	*4%*	*7%*	**	**
		bh			**behi**								
International Economy (previously surface mail)	**34**	5	-	*	4	8	4	2	4	-	5	**	**
	5%	*8%*	*-%*	*%*	*5%*	*9%*	*6%*	*4%*	*7%*	*-%*	*8%*	**	**
		bci				**bcil**	i		**bi**		**bci**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**743**	72	58	58	95	76	59	53	51	63	64	50	44
Weighted total	**735**	67	74	54	88	90	58	46	52	63	59	46	39
None of these (DO NOT READ OUT)	**92**	6	5	7	17	7	17	2	5	6	6	**	**
	13%	*9%*	*7%*	*13%*	*19%*	*8%*	*29%*	*5%*	*9%*	*10%*	*11%*	**	**
					beg		**abceghij**						
Don't Know (DO NOT READ OUT)	**3**	-	-	-	-	-	2	-	-	1	-	**	**
	***%**	-%	-%	-%	-%	-%	*4%*	-%	-%	*1%*	-%	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	-	-	-	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**743**	188	230	167	158
Weighted total	**735**	195	236	160	144
Standard 1st Class	**326**	97	97	69	64
	44%	*50%*	*41%*	*43%*	*44%*
Signed for 1st Class	**256**	86	78	45	46
	35%	*44%*	*33%*	*28%*	*32%*
		bcd			
Standard 2nd Class	**253**	73	66	65	50
	34%	*37%*	*28%*	*41%*	*35%*
		b		b	
Royal Mail tracked 24 hours	**183**	47	57	42	37
	25%	*24%*	*24%*	*26%*	*25%*
Special Delivery Guaranteed by 1pm	**139**	40	40	32	26
	19%	*21%*	*17%*	*20%*	*18%*
Signed for 2nd Class	**139**	47	35	33	23
	19%	*24%*	*15%*	*21%*	*16%*
		b			
Royal Mail tracked 48 hours	**127**	34	43	23	27
	17%	*17%*	*18%*	*15%*	*18%*
Parcelforce Worldwide	**106**	33	43	14	17
	14%	*17%*	*18%*	*8%*	*11%*
		c	c		
International standard mail (previously Airmail)	**82**	30	27	12	12
	11%	*16%*	*12%*	*8%*	*8%*
		cd			
International Signed	**71**	25	18	12	16
	10%	*13%*	*7%*	*7%*	*11%*
International Tracked and Signed	**69**	21	19	11	18
	9%	*11%*	*8%*	*7%*	*12%*
International Tracked (previously Airsure)	**67**	25	19	10	14
	9%	*13%*	*8%*	*6%*	*9%*
		c			
Special Delivery Guaranteed by 9am	**48**	13	20	6	10
	7%	*7%*	*8%*	*4%*	*7%*
International Economy (previously surface mail)	**34**	5	16	6	7
	5%	*3%*	*7%*	*3%*	*5%*
None of these (DO NOT READ OUT)	**92**	18	41	13	20
	13%	*9%*	*17%*	*8%*	*14%*
			ac		

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All sending parcels and packets (QV6a=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**743**	188	230	167	158
Weighted total	**735**	195	236	160	144
Don't Know (DO NOT READ OUT)	**3**	-	2	1	*
	***%**	-%	*1%*	*%*	*%*
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	***c**	***d**	e
Unweighted total	**355**	203	94	30	28	-	152	44	63	20	12	43
Weighted total	**326**	308	11	4	4	-	18	64	80	22	11	15
0-24%	**98**	92	4	**	**	**	6	**	22	**	**	**
	30%	*30%*	*34%*	**	**	**	*32%*	**	*28%*	**	**	**
			c									
25-49%	**32**	31	1	**	**	**	1	**	6	**	**	**
	10%	*10%*	*5%*	**	**	**	*5%*	**	*7%*	**	**	**
50-74%	**40**	37	2	**	**	**	3	**	9	**	**	**
	12%	*12%*	*18%*	**	**	**	*17%*	**	*11%*	**	**	**
75-100%	**97**	92	3	**	**	**	5	**	25	**	**	**
	30%	*30%*	*25%*	**	**	**	*29%*	**	*32%*	**	**	**
												ab
Don't know	**60**	57	2	**	**	**	3	**	18	**	**	**
	18%	*18%*	*18%*	**	**	**	*18%*	**	*23%*	**	**	**
Answered	**266**	251	9	**	**	**	15	**	62	**	**	**
Mean	**48.14**	48.11	45.28	**	**	**	48.62	**	53.46	**	**	**
												a

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	355	35	14	42	6	24	47	26	22	22	238	33	44	40
Weighted total	326	44	22	51	6	30	52	30	28	21	285	12	14	15
0-24%	98	**	**	**	**	**	**	**	**	**	88	**	**	**
	30%	**	**	**	**	**	**	**	**	**	*31%*	**	**	**
		ckl					cl				l			ckl
25-49%	32	**	**	**	**	**	**	**	**	**	27	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
							k						acjkm	
50-74%	40	**	**	**	**	**	**	**	**	**	33	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
				ajl								al		ajl
75-100%	97	**	**	**	**	**	**	**	**	**	84	**	**	**
	30%	**	**	**	**	**	**	**	**	**	*29%*	**	**	**
				m							m	fm	fm	
Don't know	60	**	**	**	**	**	**	**	**	**	54	**	**	**
	18%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**
Answered	266	**	**	**	**	**	**	**	**	**	231	**	**	**
Mean	48.14	**	**	**	**	**	**	**	**	**	47.39	**	**	**
				fm									fm	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	355	37	12	43	9	24	43	23	24	22	237	34	44	40
Weighted total	326	46	20	51	7	28	56	27	29	22	285	13	14	15
0-24%	98	**	**	**	**	**	**	**	**	**	88	**	**	**
	30%	**	**	**	**	**	**	**	**	**	*31%*	**	**	**
		l					l				l			**ckl**
25-49%	32	**	**	**	**	**	**	**	**	**	27	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
							k						**acjkm**	
50-74%	40	**	**	**	**	**	**	**	**	**	33	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
				ajl								**al**		**ajl**
75-100%	97	**	**	**	**	**	**	**	**	**	84	**	**	**
	30%	**	**	**	**	**	**	**	**	**	*29%*	**	**	**
				fm							**fm**	**fm**	**fm**	
Don't know	60	**	**	**	**	**	**	**	**	**	54	**	**	**
	18%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**
Answered	266	**	**	**	**	**	**	**	**	**	231	**	**	**
Mean	48.14	**	**	**	**	**	**	**	**	**	47.41	**	**	**
				fm								**afjm**	**fm**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	**355**	10	56	8	30	106	8	13	121	267	88	319	36	349	6
Weighted total	**326**	6	52	4	25	119	4	11	102	255	71	297	29	319	7
0-24%	**98**	**	10	**	**	44	**	**	33	82	16	89	**	95	**
	30%	**	*20%*	**	**	*37%*	**	**	*32%*	*32%*	*23%*	*30%*	**	*30%*	**
						b									
25-49%	**32**	**	7	**	**	16	**	**	4	20	12	32	**	32	**
	10%	**	*13%*	**	**	*14%*	**	**	*4%*	*8%*	*17%*	*11%*	**	*10%*	**
			h			h					a	b			
50-74%	**40**	**	14	**	**	10	**	**	10	33	7	33	**	40	**
	12%	**	*26%*	**	**	*9%*	**	**	*9%*	*13%*	*10%*	*11%*	**	*13%*	**
			eh										a		
75-100%	**97**	**	15	**	**	31	**	**	33	75	22	90	**	95	**
	30%	**	*29%*	**	**	*26%*	**	**	*32%*	*30%*	*30%*	*30%*	**	*30%*	**
					e										
Don't know	**60**	**	7	**	**	18	**	**	24	46	14	53	**	58	**
	18%	**	*13%*	**	**	*15%*	**	**	*23%*	*18%*	*19%*	*18%*	**	*18%*	**
Answered	**266**	**	46	**	**	101	**	**	79	209	57	244	**	261	**
Mean	**48.14**	**	53.24	**	**	41.80	**	**	49.27	47.80	49.38	48.10	**	48.23	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**355**	141	69	143	177	143	30	3	2	-	-	-	320	35	25	152	178
Weighted total	**326**	120	64	139	190	110	22	2	2	-	-	-	300	26	31	159	136
0-24%	**98**	31	22	43	58	28	**	**	**	**	**	**	87	**	**	53	39
	30%	*26%*	*34%*	*31%*	*31%*	*26%*	**	**	**	**	**	**	*29%*	**	**	*33%*	*29%*
25-49%	**32**	12	3	17	17	9	**	**	**	**	**	**	26	**	**	13	15
	10%	*10%*	*4%*	*12%*	*9%*	*8%*	**	**	**	**	**	**	*9%*	**	**	*8%*	*11%*
														abi			
50-74%	**40**	16	8	16	27	9	**	**	**	**	**	**	36	**	**	21	13
	12%	*14%*	*12%*	*11%*	*14%*	*8%*	**	**	**	**	**	**	*12%*	**	**	*13%*	*9%*
75-100%	**97**	40	20	35	55	39	**	**	**	**	**	**	94	**	**	47	42
	30%	*33%*	*31%*	*25%*	*29%*	*36%*	**	**	**	**	**	**	*31%*	**	**	*29%*	*31%*
					j	**cj**							**cj**				
Don't know	**60**	20	12	28	32	25	**	**	**	**	**	**	57	**	**	25	28
	18%	*17%*	*19%*	*20%*	*17%*	*22%*	**	**	**	**	**	**	*19%*	**	**	*16%*	*20%*
Answered	**266**	100	52	111	158	85	**	**	**	**	**	**	243	**	**	133	108
Mean	**48.14**	52.51	48.18	44.15	48.50	52.44	**	**	**	**	**	**	49.88	**	**	47.50	47.61

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**355**	284	267	312	355	168	272	258	17	12	20	3	2	-	338	6	6	5	-	-	-	-
Weighted total	**326**	246	233	280	326	124	226	250	12	8	9	*	*	-	314	5	4	3	-	-	-	-
0-24%	**98**	74	67	87	98	34	52	79	**	**	**	**	**	**	95	**	**	**	**	**	**	**
	30%	*30%*	*29%*	*31%*	*30%*	*27%*	*23%*	*32%*	**	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
				f																		
25-49%	**32**	25	27	29	32	9	24	22	**	**	**	**	**	**	28	**	**	**	**	**	**	**
	10%	*10%*	*11%*	*10%*	*10%*	*8%*	*11%*	*9%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
50-74%	**40**	27	31	33	40	13	31	31	**	**	**	**	**	**	40	**	**	**	**	**	**	**
	12%	*11%*	*13%*	*12%*	*12%*	*11%*	*14%*	*12%*	**	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
75-100%	**97**	81	74	87	97	47	79	79	**	**	**	**	**	**	96	**	**	**	**	**	**	**
	30%	*33%*	*32%*	*31%*	*30%*	*38%*	*35%*	*32%*	**	**	**	**	**	**	*31%*	**	**	**	**	**	**	**
Don't know	**60**	38	34	44	60	21	41	39	**	**	**	**	**	**	56	**	**	**	**	**	**	**
	18%	*16%*	*15%*	*16%*	*18%*	*17%*	*18%*	*16%*	**	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
Answered	**266**	207	199	236	266	103	186	211	**	**	**	**	**	**	258	**	**	**	**	**	**	**
Mean	**48.14**	49.81	49.57	48.10	48.14	53.55	54.02	48.42	**	**	**	**	**	**	48.91	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**355**	37	49	106	116	4	112	83	84	73	3	192	20	140	300	55
Weighted total	**326**	44	47	112	72	6	116	71	70	65	4	199	15	106	272	54
0-24%	**98**	**	**	28	23	**	38	22	14	22	**	63	**	28	77	20
	30%	**	**	*25%*	*32%*	**	*32%*	*31%*	*20%*	*33%*	**	*32%*	**	*26%*	*28%*	*38%*
		bcd														
25-49%	**32**	**	**	8	12	**	10	4	8	9	**	22	**	5	26	6
	10%	**	**	*7%*	*17%*	**	*9%*	*6%*	*12%*	*14%*	**	*11%*	**	*5%*	*9%*	*11%*
					c							c				
50-74%	**40**	**	**	15	6	**	17	8	11	4	**	21	**	19	40	*
	12%	**	**	*14%*	*9%*	**	*15%*	*11%*	*16%*	*6%*	**	*10%*	**	*18%*	*15%*	*1%*
															b	
75-100%	**97**	**	**	43	21	**	36	19	21	21	**	57	**	32	80	17
	30%	**	**	*38%*	*29%*	**	*31%*	*26%*	*30%*	*33%*	**	*28%*	**	*31%*	*29%*	*32%*
				a												
Don't know	**60**	**	**	18	9	**	15	18	16	9	**	36	**	22	50	10
	18%	**	**	*16%*	*13%*	**	*13%*	*25%*	*23%*	*14%*	**	*18%*	**	*20%*	*18%*	*19%*
								a								
Answered	**266**	**	**	94	63	**	101	53	54	56	**	163	**	84	222	44
Mean	**48.14**	**	**	56.37	44.50	**	48.42	45.90	54.85	44.61	**	46.11	**	51.81	48.98	43.85
				ad												

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**355**	297	15	269	86	289	23	269	86	118	279	76	-
Weighted total	**326**	264	16	239	87	259	22	244	82	93	243	52	-
0-24%	**98**	77	**	63	34	74	**	63	34	35	72	17	**
	30%	*29%*	**	*27%*	*39%* a	*29%*	**	*26%*	*41%* a	*38%*	*30%*	*32%*	**
25-49%	**32**	27	**	26	6	27	**	26	6	5	25	5	**
	10%	*10%*	**	*11%*	*7%*	*10%*	**	*11%*	*7%*	*5%*	*10%*	*10%*	**
50-74%	**40**	32	**	32	7	30	**	34	6	15	27	4	**
	12%	*12%*	**	*14%*	*9%*	*12%*	**	*14%*	*7%*	*16%*	*11%*	*7%*	**
75-100%	**97**	85	**	76	20	85	**	75	22	22	81	16	**
	30%	*32%*	**	*32%*	*24%*	*33%*	**	*31%*	*26%*	*23%*	*33%* a	*31%*	**
Don't know	**60**	43	**	41	19	43	**	45	15	17	38	10	**
	18%	*16%*	**	*17%*	*22%*	*16%*	**	*19%*	*18%*	*18%*	*16%*	*19%*	**
Answered	**266**	222	**	198	68	216	**	198	68	77	205	42	**
Mean	**48.14**	49.72	**	50.97 b	39.90	50.19	**	50.93 b	39.96	43.90	50.21	45.61	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**355**	102	248	73	-	232	300	100	3	272	258	322	280	215	18
Weighted total	**326**	84	216	59	-	222	277	92	*	229	223	290	241	180	8
0-24%	**98**	30	61	19	**	66	74	32	**	63	63	79	64	61	**
	30%	*36%*	*28%*	*32%*	**	*30%*	*27%*	*35%*	**	*28%*	*28%*	*27%*	*27%*	*34%*	**
25-49%	**32**	8	27	9	**	23	23	7	**	23	25	27	25	22	**
	10%	*10%*	*12%*	*16%*	**	*10%*	*8%*	*8%*	**	*10%*	*11%*	*9%*	*10%*	*12%*	**
50-74%	**40**	14	26	8	**	29	37	6	**	27	30	40	30	24	**
	12%	*16%*	*12%*	*14%*	**	*13%*	*13%*	*7%*	**	*12%*	*14%*	*14%*	*13%*	*13%*	**
75-100%	**97**	15	70	13	**	55	85	22	**	79	73	89	81	42	**
	30%	*18%*	*32%* a	*22%*	**	*25%*	*31%*	*24%*	**	*35%*	*33%*	*31%*	*34%* b	*23%*	**
Don't know	**60**	17	32	10	**	49	57	25	**	37	32	55	41	31	**
	18%	*20%*	*15%*	*17%*	**	*22%*	*20%*	*27%*	**	*16%*	*15%*	*19%*	*17%*	*17%*	**
Answered	**266**	67	184	49	**	173	220	68	**	193	191	234	200	149	**
Mean	**48.14**	41.01	49.46	40.70	**	45.50	50.32 c	39.68	**	52.06	50.38	50.27	52.47 b	43.21	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**355**	355	192	187	57	71	318	240	16	4	13	4	334	314	338	331	350
Weighted total	**326**	326	177	168	61	70	282	209	13	3	13	3	304	275	307	295	321
0-24%	**98**	98	66	47	20	20	70	75	**	**	**	**	90	74	90	82	97
	30%	*30%*	*37%*	*28%*	*32%*	*29%*	*25%*	*36%*	**	**	**	**	*30%*	*27%*	*29%*	*28%*	*30%*
			c					a									
25-49%	**32**	32	23	20	3	5	29	23	**	**	**	**	31	27	31	27	32
	10%	*10%*	*13%*	*12%*	*6%*	*6%*	*10%*	*11%*	**	**	**	**	*10%*	*10%*	*10%*	*9%*	*10%*
50-74%	**40**	40	24	25	4	5	40	23	**	**	**	**	36	40	40	39	36
	12%	*12%*	*14%*	*15%*	*7%*	*8%*	*14%*	*11%*	**	**	**	**	*12%*	*14%*	*13%*	*13%*	*11%*
75-100%	**97**	97	21	35	10	17	89	46	**	**	**	**	93	85	93	89	97
	30%	*30%*	*12%*	*21%*	*17%*	*25%*	*32%*	*22%*	**	**	**	**	*31%*	*31%*	*30%*	*30%*	*30%*
		bcd		b		b	b										
Don't know	**60**	60	41	41	23	22	54	42	**	**	**	**	54	49	54	57	60
	18%	*18%*	*23%*	*24%*	*38%*	*31%*	*19%*	*20%*	**	**	**	**	*18%*	*18%*	*17%*	*19%*	*19%*
					abc	a											
Answered	**266**	266	136	127	38	48	228	167	**	**	**	**	250	226	254	237	262
Mean	**48.14**	48.14	33.40	43.11	35.78	43.06	51.87	40.55	**	**	**	**	48.67	50.71	48.78	49.46	48.17
		bd		b			b										

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**355**	237	345	127	4	279	9	63	276	111	7	30	102	71	222	61
Weighted total	**326**	207	314	97	4	242	11	60	247	117	8	29	105	73	203	51
0-24%	**98**	55	93	31	**	73	**	22	65	47	**	**	40	22	55	20
	30%	*26%*	*30%*	*31%*	**	*30%*	**	*36%*	*26%*	*40%*	**	**	*38%*	*31%*	*27%*	*39%*
25-49%	**32**	20	32	10	**	26	**	5	25	10	**	**	10	5	20	7
	10%	*10%*	*10%*	*10%*	**	*11%*	**	*8%*	*10%*	*9%*	**	**	*10%*	*7%*	*10%*	*14%*
50-74%	**40**	25	40	11	**	27	**	6	33	14	**	**	12	12	26	2
	12%	*12%*	*13%*	*11%*	**	*11%*	**	*11%*	*13%*	*12%*	**	**	*11%*	*16%*	*13%*	*5%*
														c		
75-100%	**97**	54	92	21	**	70	**	17	77	32	**	**	26	22	61	13
	30%	*26%*	*29%*	*21%*	**	*29%*	**	*27%*	*31%*	*27%*	**	**	*25%*	*31%*	*30%*	*26%*
Don't know	**60**	54	57	25	**	45	**	11	47	14	**	**	16	11	40	8
	18%	*26%*	*18%*	*26%*	**	*19%*	**	*18%*	*19%*	*12%*	**	**	*15%*	*16%*	*20%*	*16%*
		b														
Answered	**266**	154	257	72	**	196	**	49	200	102	**	**	89	61	162	43
Mean	**48.14**	46.73	48.02	40.53	**	47.18	**	43.05	51.06	41.10	**	**	40.68	48.31	50.34	39.55

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**355**	69	30	252	194	161
Weighted total	**326**	73	28	224	166	161
0-24%	**98**	22	**	62	45	52
	30%	*31%*	**	*28%*	*27%*	*33%*
			c			
25-49%	**32**	4	**	24	22	10
	10%	*6%*	**	*11%*	*13%*	*6%*
					b	
50-74%	**40**	6	**	31	14	26
	12%	*8%*	**	*14%*	*8%*	*16%*
						a
75-100%	**97**	19	**	73	62	35
	30%	*26%*	**	*33%*	*37%*	*22%*
					b	
Don't know	**60**	22	**	34	23	37
	18%	*29%*	**	*15%*	*14%*	*23%*
		c				a
Answered	**266**	52	**	190	143	124
Mean	**48.14**	44.93	**	51.02	51.32	44.47

Columns Tested: a,b,c - a,b

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	c	d	e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	355	41	24	35	49	37	17	26	27	28	28	24	19
Weighted total	326	32	33	31	42	43	12	20	21	28	28	19	16
0-24%	98	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
		d											
25-49%	32	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
				a									
50-74%	40	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
				e									
75-100%	97	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
		c			c	c							
Don't know	60	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**
				a	a	a							
Answered	266	**	**	**	**	**	**	**	**	**	**	**	**
Mean	48.14	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Standard 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**355**	100	103	81	71
Weighted total	**326**	97	97	69	64
0-24%	**98**	31	18	22	26
	30%	*32%*	*19%*	*32%*	*41%*
		b		b	b
25-49%	**32**	12	10	4	5
	10%	*13%*	*11%*	*6%*	*7%*
50-74%	**40**	14	9	9	8
	12%	*14%*	*9%*	*13%*	*13%*
75-100%	**97**	28	39	20	9
	30%	*29%*	*41%*	*29%*	*14%*
		d	d	d	
Don't know	**60**	11	19	14	16
	18%	*12%*	*20%*	*20%*	*25%*
					a
Answered	**266**	85	77	56	48
Mean	**48.14**	46.03	58.91	49.38	32.98
		d	**ad**	d	

Columns Tested: a,b,c,d

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**275**	164	68	27	16	-	111	52	49	18	11	32
Weighted total	**252**	239	8	3	2	-	13	75	51	21	9	12
0-24%	**66**	61	3	**	**	**	5	17	**	**	**	**
	26%	*26%*	*34%*	**	**	**	*39%*	*23%*	**	**	**	**
							a					
25-49%	**30**	29	*	**	**	**	1	10	**	**	**	**
	12%	*12%*	*5%*	**	**	**	*6%*	*13%*	**	**	**	**
								e				
50-74%	**40**	39	1	**	**	**	2	13	**	**	**	**
	16%	*16%*	*16%*	**	**	**	*12%*	*17%*	**	**	**	**
												ab
75-100%	**67**	64	2	**	**	**	3	27	**	**	**	**
	27%	*27%*	*22%*	**	**	**	*23%*	*36%*	**	**	**	**
Don't know	**48**	45	2	**	**	**	3	8	**	**	**	**
	19%	*19%*	*23%*	**	**	**	*20%*	*11%*	**	**	**	**
									a			
Answered	**204**	194	6	**	**	**	10	67	**	**	**	**
Mean	**49.79**	50.17	46.05	**	**	**	42.80	56.15	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	l	m
Unweighted total	275	23	19	29	6	12	30	21	14	18	172	24	39	40
Weighted total	252	33	27	38	8	17	37	26	11	18	215	9	13	15
0-24%	66	**	**	**	**	**	**	**	**	**	57	**	**	**
	26%	**	**	**	**	**	**	**	**	**	*27%*	**	**	**
														l
25-49%	30	**	**	**	**	**	**	**	**	**	24	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
													j	
50-74%	40	**	**	**	**	**	**	**	**	**	37	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
											l			l
75-100%	67	**	**	**	**	**	**	**	**	**	53	**	**	**
	27%	**	**	**	**	**	**	**	**	**	*25%*	**	**	**
Don't know	48	**	**	**	**	**	**	**	**	**	44	**	**	**
	19%	**	**	**	**	**	**	**	**	**	*21%*	**	**	**
							m				m			
Answered	204	**	**	**	**	**	**	**	**	**	171	**	**	**
Mean	49.79	**	**	**	**	**	**	**	**	**	48.91	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	*k	l	m
Unweighted total	275	22	16	22	4	14	38	18	15	20	169	27	39	40
Weighted total	252	32	25	31	4	17	50	23	11	20	213	11	13	15
0-24%	66	**	**	**	**	**	**	**	**	**	55	**	**	**
	26%	**	**	**	**	**	**	**	**	**	*26%*	**	**	**
														l
25-49%	30	**	**	**	**	**	**	**	**	**	23	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
													j	
50-74%	40	**	**	**	**	**	**	**	**	**	37	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
							l				l			l
75-100%	67	**	**	**	**	**	**	**	**	**	53	**	**	**
	27%	**	**	**	**	**	**	**	**	**	*25%*	**	**	**
Don't know	48	**	**	**	**	**	**	**	**	**	44	**	**	**
	19%	**	**	**	**	**	**	**	**	**	*21%*	**	**	**
							m				m			
Answered	204	**	**	**	**	**	**	**	**	**	168	**	**	**
Mean	49.79	**	**	**	**	**	**	**	**	**	49.44	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	275	7	42	5	12	99	4	8	96	188	87	256	19	270	5
Weighted total	252	5	37	1	13	110	1	4	78	182	70	236	16	244	8
0-24%	66	**	**	**	**	32	**	**	21	45	21	61	**	66	**
	26%	**	**	**	**	*29%*	**	**	*27%*	*25%*	*30%*	*26%*	**	*27%*	**
25-49%	30	**	**	**	**	15	**	**	6	25	5	28	**	30	**
	12%	**	** h	**	**	*14%*	**	**	*8%*	*14%*	*7%*	*12%*	**	*12%*	**
50-74%	40	**	**	**	**	22	**	**	13	32	8	40	**	35	**
	16%	**	**	**	**	*20%*	**	**	*17%*	*18%*	*12%*	*17%*	**	*14%*	**
75-100%	67	**	**	**	**	27	**	**	19	49	18	64	**	65	**
	27%	**	**	**	**	*24%*	**	**	*25%*	*27%*	*26%*	*27%*	**	*27%*	**
Don't know	48	**	**	**	**	14	**	**	19	30	17	43	**	48	**
	19%	**	**	**	**	*13%*	**	**	*24%* e	*17%*	*25%*	*18%*	**	*20%*	**
Answered	204	**	**	**	**	95	**	**	59	152	52	193	**	196	**
Mean	49.79	**	** eh	**	**	47.74	**	**	46.52	50.58	47.51	50.46	**	49.19	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**275**	93	63	116	123	120	30	1	1	-	-	-	243	32	13	110	152
Weighted total	**252**	78	53	114	141	84	23	2	2	-	-	-	225	27	15	126	111
0-24%	**66**	22	19	24	35	24	**	**	**	**	**	**	59	**	**	35	31
	26%	*27%*	*35%*	*21%*	*25%*	*29%*	**	**	**	**	**	**	*26%*	**	**	*28%*	*28%*
25-49%	**30**	13	3	12	17	8	**	**	**	**	**	**	25	**	**	13	13
	12%	*17%*	*6%*	*11%*	*12%*	*10%*	**	**	**	**	**	**	*11%*	**	**	*11%*	*12%*
		b															
50-74%	**40**	5	11	22	17	16	**	**	**	**	**	**	34	**	**	17	23
	16%	*6%*	*21%*	*20%*	*12%*	*19%*	**	**	**	**	**	**	*15%*	**	**	*14%*	*21%*
			a	a													
75-100%	**67**	22	11	35	45	16	**	**	**	**	**	**	62	**	**	40	22
	27%	*28%*	*20%*	*30%*	*32%*	*20%*	**	**	**	**	**	**	*27%*	**	**	*32%*	*20%*
					b											c	
Don't know	**48**	17	10	21	26	19	**	**	**	**	**	**	45	**	**	20	22
	19%	*22%*	*19%*	*18%*	*19%*	*23%*	**	**	**	**	**	**	*20%*	**	**	*16%*	*19%*
Answered	**204**	61	43	94	114	65	**	**	**	**	**	**	180	**	**	106	90
Mean	**49.79**	47.84	44.62	54.62	52.70	46.19	**	**	**	**	**	**	50.33	**	**	51.47	46.07

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**275**	214	202	236	275	131	205	189	18	7	16	4	2	-	262	3	6	3	-	1	-	1
Weighted total	**252**	179	173	213	252	89	170	188	12	2	10	*	1	-	241	3	4	3	-	*	-	*
0-24%	**66**	52	49	58	66	32	48	53	**	**	**	**	**	**	66	**	**	**	**	**	**	**
	26%	*29%*	*29%*	*27%*	*26%*	*36%* d	*28%*	*28%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
25-49%	**30**	21	25	27	30	4	22	24	**	**	**	**	**	**	28	**	**	**	**	**	**	**
	12%	*12%* e	*14%* e	*13%* e	*12%* e	*4%*	*13%* e	*13%*	**	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
50-74%	**40**	23	25	31	40	19	25	24	**	**	**	**	**	**	38	**	**	**	**	**	**	**
	16%	*13%*	*15%*	*14%*	*16%*	*22%* a	*15%*	*13%*	**	**	**	**	**	**	*16%*	**	**	**	**	**	**	**
75-100%	**67**	51	45	59	67	18	42	51	**	**	**	**	**	**	65	**	**	**	**	**	**	**
	27%	*29%*	*26%*	*28%*	*27%*	*20%*	*25%*	*27%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
Don't know	**48**	31	28	38	48	16	33	37	**	**	**	**	**	**	45	**	**	**	**	**	**	**
	19%	*18%*	*16%*	*18%*	*19%*	*18%*	*19%*	*19%*	**	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
Answered	**204**	147	145	175	204	73	137	151	**	**	**	**	**	**	196	**	**	**	**	**	**	**
Mean	**49.79**	49.54	48.56	49.74	49.79	43.59	48.79	49.10	**	**	**	**	**	**	49.44	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	275	27	42	69	97	1	77	74	67	56	1	157	18	97	241	34
Weighted total	252	31	46	70	64	2	76	66	56	52	2	171	13	63	213	39
0-24%	66	**	**	23	15	**	21	17	17	10	**	42	**	18	58	**
	26%	**	**	*33%*	*23%*	**	*28%*	*25%*	*30%*	*18%*	**	*24%*	**	*29%*	*27%*	**
25-49%	30	**	**	5	7	**	6	10	3	10	**	23	**	5	23	**
	12%	**	**	*7%*	*11%*	**	*8%*	*16%*	*6%*	*20%*	**	*14%*	**	*7%*	*11%*	**
			c							c						
50-74%	40	**	**	11	14	**	13	6	12	10	**	30	**	8	34	**
	16%	**	**	*15%*	*23%*	**	*17%*	*9%*	*21%*	*18%*	**	*18%*	**	*13%*	*16%*	**
				b	b				b							
75-100%	67	**	**	15	21	**	26	17	8	16	**	46	**	17	59	**
	27%	**	**	*22%*	*32%*	**	*34%*	*26%*	*14%*	*32%*	**	*27%*	**	*26%*	*28%*	**
							c			c						
Don't know	48	**	**	17	7	**	10	16	16	6	**	30	**	16	38	**
	19%	**	**	*24%*	*11%*	**	*13%*	*24%*	*29%*	*12%*	**	*17%*	**	*25%*	*18%*	**
			d	d					ad							
Answered	204	**	**	54	57	**	66	50	40	46	**	141	**	47	174	**
Mean	49.79	**	**	47.73	51.94	**	53.56	48.27	42.62	53.41	**	51.27	**	47.34	49.83	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**275**	229	7	223	52	224	12	220	55	75	213	60	-
Weighted total	**252**	200	13	190	62	197	16	193	58	63	179	41	-
0-24%	**66**	57	**	53	13	56	**	53	14	26	52	17	**
	26%	*28%*	**	*28%*	*21%*	*28%*	**	*27%*	*23%*	*40%*	*29%*	*41%*	**
25-49%	**30**	23	**	20	10	21	**	22	8	7	21	3	**
	12%	*12%*	**	*11%*	*16%*	*11%*	**	*12%*	*13%*	*11%*	*12%*	*8%*	**
50-74%	**40**	29	**	31	9	29	**	31	9	7	23	8	**
	16%	*14%*	**	*16%*	*15%*	*15%*	**	*16%*	*16%*	*12%*	*13%*	*19%*	**
75-100%	**67**	58	**	53	15	57	**	53	15	9	51	2	**
	27%	*29%*	**	*28%*	*24%*	*29%*	**	*27%*	*25%*	*14%*	*29%*	*5%*	**
											ac		
Don't know	**48**	34	**	32	15	34	**	34	13	15	31	11	**
	19%	*17%*	**	*17%*	*25%*	*17%*	**	*18%*	*23%*	*23%*	*18%*	*26%*	**
Answered	**204**	166	**	158	46	163	**	159	45	49	147	31	**
Mean	**49.79**	50.02	**	49.68	50.19	50.29	**	49.69	50.17	34.39	49.51	28.01	**
											ac		

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	275	68	191	56	-	157	244	79	2	208	197	258	172	213	15
Weighted total	252	65	164	46	-	155	222	74	*	168	164	229	144	179	5
0-24%	66	26	45	9	**	47	55	18	**	50	48	60	47	53	**
	26%	40%	28%	19%	**	31%	25%	24%	**	30%	29%	26%	32%	29%	**
		c													
25-49%	30	13	22	9	**	20	27	7	**	17	21	23	16	21	**
	12%	20%	14%	20%	**	13%	12%	10%	**	10%	13%	10%	11%	12%	**
50-74%	40	4	25	14	**	19	36	18	**	23	25	38	17	23	**
	16%	7%	15%	30%	**	12%	16%	24%	**	14%	15%	17%	12%	13%	**
				ab				a							
75-100%	67	8	45	3	**	29	58	11	**	50	45	63	35	56	**
	27%	12%	28%	8%	**	19%	26%	14%	**	30%	28%	28%	24%	31%	**
			ac				c								
Don't know	48	14	26	11	**	39	45	21	**	28	25	44	29	27	**
	19%	22%	16%	23%	**	25%	20%	28%	**	17%	15%	19%	20%	15%	**
Answered	204	51	138	35	**	116	177	53	**	140	139	185	115	152	**
Mean	49.79	32.14	49.69	40.99	**	41.85	50.14	42.95	**	50.12	49.51	50.68	44.87	50.61	**
			a				a								

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**275**	190	275	124	40	58	202	248	19	3	10	4	264	232	266	252	269
Weighted total	**252**	178	252	107	43	58	178	217	14	1	14	3	241	199	243	227	245
0-24%	**66**	54	66	34	**	12	53	57	**	**	**	**	63	58	64	62	66
	26%	*31%*	*26%*	*32%*	**	*21%*	*30%*	*26%*	**	**	**	**	*26%*	*29%*	*26%*	*27%*	*27%*
25-49%	**30**	26	30	19	**	3	21	25	**	**	**	**	30	24	30	28	28
	12%	*14%*	*12%*	*17%* e	**	*5%*	*12%*	*12%*	**	**	**	**	*13%*	*12%*	*12%*	*12%*	*11%*
50-74%	**40**	23	40	11	**	12	24	32	**	**	**	**	38	28	40	36	38
	16%	*13%*	*16%*	*10%*	**	*21%* c	*14%*	*15%*	**	**	**	**	*16%*	*14%*	*17%*	*16%*	*16%*
75-100%	**67**	33	67	10	**	8	43	63	**	**	**	**	65	51	65	57	65
	27%	*19%* c	*27%* **acde**	*10%*	**	*13%*	*24%*	*29%*	**	**	**	**	*27%*	*26%*	*27%*	*25%*	*27%*
Don't know	**48**	41	48	33	**	23	36	40	**	**	**	**	44	39	44	44	48
	19%	*23%*	*19%*	*31%* b	** **ab**	*40%* **ab**	*20%*	*18%*	**	**	**	**	*18%*	*20%*	*18%*	*19%*	*19%*
Answered	**204**	136	204	74	**	35	142	177	**	**	**	**	197	160	199	184	198
Mean	**49.79**	40.87	49.79 **ac**	33.90	**	43.73	45.88	51.29	**	**	**	**	50.07	47.81	50.04	48.39	49.41

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	**275**	163	271	96	3	225	7	62	205	81	4	21	76	49	179	45
Weighted total	**252**	152	247	78	2	197	7	65	173	87	6	26	78	52	157	42
0-24%	**66**	47	66	27	**	53	**	17	46	24	**	**	22	**	43	**
	26%	*31%*	*27%*	*34%*	**	*27%*	**	*27%*	*27%*	*28%*	**	**	*28%*	**	*27%*	**
25-49%	**30**	12	30	7	**	22	**	8	18	15	**	**	13	**	14	**
	12%	*8%*	*12%*	*9%*	**	*11%*	**	*13%*	*10%*	*17%*	**	**	*17%*	**	*9%*	**
																b
50-74%	**40**	18	40	11	**	37	**	4	37	18	**	**	18	**	27	**
	16%	*12%*	*16%*	*14%*	**	*19%*	**	*6%*	*21%*	*20%*	**	**	*22%*	**	*17%*	**
									a							
75-100%	**67**	33	65	10	**	53	**	23	40	18	**	**	15	**	43	**
	27%	*22%*	*26%*	*13%*	**	*27%*	**	*36%*	*23%*	*21%*	**	**	*19%*	**	*28%*	**
			c					b								
Don't know	**48**	43	46	24	**	32	**	12	32	12	**	**	11	**	30	**
	19%	*28%*	*18%*	*30%*	**	*16%*	**	*19%*	*18%*	*13%*	**	**	*14%*	**	*19%*	**
		b		b												
Answered	**204**	110	201	55	**	165	**	53	141	75	**	**	67	**	127	**
Mean	**49.79**	44.77	49.63	35.91	**	49.73	**	51.50	49.25	46.15	**	**	45.49	**	51.35	**
			c													

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**275**	55	25	190	147	128
Weighted total	**252**	61	25	162	122	129
0-24%	**66**	15	**	42	43	24
	26%	*24%*	**	*26%*	*35%* b	*18%*
25-49%	**30**	10	**	14	18	12
	12%	*16%*	**	*8%*	*15%*	*9%*
50-74%	**40**	6	**	29	12	28
	16%	*10%*	**	*18%*	*10%*	*22%* a
75-100%	**67**	14	**	49	28	39
	27%	*23%*	**	*30%*	*23%*	*30%*
Don't know	**48**	17	**	28	21	26
	19%	*28%*	**	*17%*	*17%*	*20%*
Answered	**204**	44	**	134	101	103
Mean	**49.79**	46.89	**	52.47	43.60	55.87 a

Columns Tested: a,b,c - a,b

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	d	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**275**	27	25	23	40	22	17	18	18	27	27	19	12
Weighted total	**252**	19	31	20	32	21	12	21	16	29	24	19	6
0-24%	**66**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**30**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**40**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**67**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**48**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**204**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**49.79**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Standard 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**275**	75	79	63	58
Weighted total	**252**	71	66	65	50
0-24%	**66**	22	21	11	12
	26%	*32%*	*32%*	*18%*	*24%*
25-49%	**30**	11	12	3	4
	12%	*16%*	*19%*	*4%*	*8%*
		c	c		
50-74%	**40**	9	6	16	10
	16%	*12%*	*8%*	*24%*	*21%*
				b	b
75-100%	**67**	20	8	23	16
	27%	*29%*	*13%*	*35%*	*32%*
		b		b	b
Don't know	**48**	8	19	13	8
	19%	*12%*	*28%*	*20%*	*16%*
			a		
Answered	**204**	63	47	53	42
Mean	**49.79**	46.47	38.04	61.11	53.73
				ab	b

Columns Tested: a,b,c,d

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**282**	158	71	28	25	-	124	42	55	15	8	32
Weighted total	**253**	237	9	4	3	-	16	65	68	18	4	9
0-24%	**122**	113	5	**	**	**	9	**	33	**	**	**
	48%	*48%*	*56%*	**	**	**	*56%*	**	*49%*	**	**	**
25-49%	**25**	24	*	**	**	**	1	**	4	**	**	**
	10%	*10%*	*4%*	**	**	**	*3%*	**	*6%*	**	**	**
		f										b
50-74%	**15**	14	*	**	**	**	1	**	5	**	**	**
	6%	*6%*	*5%*	**	**	**	*5%*	**	*7%*	**	**	**
75-100%	**37**	35	1	**	**	**	2	**	7	**	**	**
	14%	*15%*	*15%*	**	**	**	*12%*	**	*11%*	**	**	**
								e				
Don't know	**54**	50	2	**	**	**	4	**	19	**	**	**
	21%	*21%*	*20%*	**	**	**	*23%*	**	*28%*	**	**	**
Answered	**199**	187	7	**	**	**	12	**	49	**	**	**
Mean	**29.62**	29.83	28.87	**	**	**	26.24	**	27.05	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	*k	l	m
Unweighted total	282	26	19	32	3	20	36	20	21	17	194	25	30	33
Weighted total	253	33	28	43	1	21	40	17	22	16	220	9	10	14
0-24%	122	**	**	**	**	**	**	**	**	**	102	**	**	**
	48%	**	**	**	**	**	**	**	**	**	*46%*	**	**	**
														cfj
25-49%	25	**	**	**	**	**	**	**	**	**	23	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
				l			l							
50-74%	15	**	**	**	**	**	**	**	**	**	13	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
75-100%	37	**	**	**	**	**	**	**	**	**	34	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
Don't know	54	**	**	**	**	**	**	**	**	**	48	**	**	**
	21%	**	**	**	**	**	**	**	**	**	*22%*	**	**	**
Answered	199	**	**	**	**	**	**	**	**	**	173	**	**	**
Mean	29.62	**	**	**	**	**	**	**	**	**	30.85	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	*k	l	m
Unweighted total	282	28	17	30	7	20	35	17	22	17	193	26	30	33
Weighted total	253	33	27	37	3	19	47	16	22	16	220	9	10	14
0-24%	122	**	**	**	**	**	**	**	**	**	102	**	**	**
	48%	**	**	**	**	**	**	**	**	**	*46%*	**	**	**
														cfj
25-49%	25	**	**	**	**	**	**	**	**	**	23	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
				l										
50-74%	15	**	**	**	**	**	**	**	**	**	13	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
75-100%	37	**	**	**	**	**	**	**	**	**	34	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
Don't know	54	**	**	**	**	**	**	**	**	**	48	**	**	**
	21%	**	**	**	**	**	**	**	**	**	*22%*	**	**	**
Answered	199	**	**	**	**	**	**	**	**	**	172	**	**	**
Mean	29.62	**	**	**	**	**	**	**	**	**	30.87	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	282	8	40	7	24	81	7	14	96	211	71	260	22	278	4
Weighted total	253	7	38	4	13	93	2	12	82	195	57	235	18	250	3
0-24%	122	**	**	**	**	41	**	**	40	90	32	117	**	122	**
	48%	**	**	**	**	*45%*	**	**	*49%*	*46%*	*56%*	*50%*	**	*49%*	**
25-49%	25	**	**	**	**	2	**	**	9	18	7	23	**	25	**
	10%	**	**	**	**	*2%*	**	**	*11%*	*9%*	*13%*	*10%*	**	*10%*	**
			eh						e						
50-74%	15	**	**	**	**	8	**	**	6	12	3	13	**	15	**
	6%	**	**	**	**	*9%*	**	**	*7%*	*6%*	*6%*	*5%*	**	*6%*	**
75-100%	37	**	**	**	**	19	**	**	9	33	3	34	**	36	**
	14%	**	**	**	**	*21%*	**	**	*11%*	*17%*	*6%*	*14%*	**	*14%*	**
										b					
Don't know	54	**	**	**	**	21	**	**	18	42	12	48	**	51	**
	21%	**	**	**	**	*23%*	**	**	*22%*	*22%*	*21%*	*21%*	**	*21%*	**
Answered	199	**	**	**	**	71	**	**	64	153	46	187	**	198	**
Mean	29.62	**	**	**	**	35.70	**	**	26.43	32.58	19.64	28.97	**	29.39	**
										b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**282**	109	53	119	138	120	23	-	1	-	-	-	258	24	14	124	144
Weighted total	**253**	93	51	107	149	87	16	-	*	-	-	-	237	16	21	129	103
0-24%	**122**	44	23	53	67	44	**	**	**	**	**	**	111	**	**	62	55
	48%	*47%*	*46%*	*50%*	*45%*	*50%*	**	**	**	**	**	**	*47%*	**	**	*48%*	*53%*
25-49%	**25**	15	6	4	23	2	**	**	**	**	**	**	25	**	**	16	2
	10%	*17%*	*12%*	*3%*	*15%*	*3%*	**	**	**	**	**	**	*11%*	**	**	*12%*	*2%*
		c	c		b								b			c	
50-74%	**15**	2	6	7	6	9	**	**	**	**	**	**	15	**	**	5	9
	6%	*2%*	*13%*	*7%*	*4%*	*10%*	**	**	**	**	**	**	*6%*	**	**	*4%*	*9%*
			a			a											
75-100%	**37**	14	5	17	20	14	**	**	**	**	**	**	35	**	**	17	16
	14%	*15%*	*10%*	*16%*	*14%*	*16%*	**	**	**	**	**	**	*15%*	**	**	*13%*	*16%*
Don't know	**54**	18	10	26	33	18	**	**	**	**	**	**	51	**	**	29	21
	21%	*19%*	*20%*	*24%*	*22%*	*20%*	**	**	**	**	**	**	*21%*	**	**	*22%*	*20%*
Answered	**199**	75	40	82	116	70	**	**	**	**	**	**	186	**	**	100	83
Mean	**29.62**	32.44	26.60	28.95	30.08	30.63	**	**	**	**	**	**	30.29	**	**	28.91	28.96

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**282**	224	214	248	282	129	216	206	15	8	14	2	3	-	271	6	4	1	-	-	-	-
Weighted total	**253**	182	182	214	253	99	177	196	9	2	6	*	1	-	247	3	2	1	-	-	-	-
0-24%	**122**	89	94	108	122	51	85	99	**	**	**	**	**	**	119	**	**	**	**	**	**	**
	48%	*49%*	*52%*	*50%*	*48%*	*51%*	*48%*	*51%*	**	**	**	**	**	**	*48%*	**	**	**	**	**	**	**
25-49%	**25**	18	17	20	25	11	23	17	**	**	**	**	**	**	25	**	**	**	**	**	**	**
	10%	*10%*	*10%*	*9%*	*10%*	*11%*	*13%*	*9%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
50-74%	**15**	13	13	13	15	7	10	13	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	6%	*7%*	*7%*	*6%*	*6%*	*7%*	*6%*	*7%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
75-100%	**37**	23	24	29	37	10	23	27	**	**	**	**	**	**	37	**	**	**	**	**	**	**
	14%	*13%*	*13%*	*14%*	*14%*	*10%*	*13%*	*14%*	**	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
Don't know	**54**	39	34	45	54	20	36	39	**	**	**	**	**	**	51	**	**	**	**	**	**	**
	21%	*21%*	*19%*	*21%*	*21%*	*21%*	*20%*	*20%*	**	**	**	**	**	**	*21%*	**	**	**	**	**	**	**
Answered	**199**	144	148	170	199	79	142	157	**	**	**	**	**	**	195	**	**	**	**	**	**	**
Mean	**29.62**	27.87	27.91	28.06	29.62	25.93	27.49	28.46	**	**	**	**	**	**	29.90	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	282	28	43	79	96	2	78	73	65	64	2	148	18	113	236	46
Weighted total	253	36	48	81	47	2	80	67	53	51	2	157	12	78	202	51
0-24%	122	**	**	36	27	**	46	29	25	21	**	76	**	37	103	**
	48%	**	**	*45%*	*57%*	**	*57%*	*43%*	*46%*	*41%*	**	*48%*	**	*47%*	*51%*	**
25-49%	25	**	**	7	4	**	14	7	1	4	**	9	**	12	19	**
	10%	**	**	*8%*	*9%*	**	*17%* c	*10%* c	*2%*	*7%*	**	*6%*	**	*16%* a	*10%*	**
50-74%	15	**	**	5	5	**	3	3	7	3	**	10	**	3	11	**
	6%	**	**	*6%*	*10%*	**	*4%*	*4%*	*13%* a	*5%*	**	*6%*	**	*4%*	*6%*	**
75-100%	37	**	**	15	2	**	8	11	7	10	**	31	**	6	26	**
	14%	**	** d	*19%* d	*3%*	**	*10%*	*16%*	*14%*	*20%*	**	*19%* c	**	*7%*	*13%*	**
Don't know	54	**	**	17	10	**	9	18	13	13	**	32	**	20	43	**
	21%	**	**	*22%*	*21%*	**	*12%*	*27%* a	*25%* a	*26%* a	**	*20%*	**	*25%*	*21%*	**
Answered	199	**	**	63	37	**	70	49	40	38	**	126	**	58	159	**
Mean	29.62	**	** d	33.31 d	17.22	**	25.82	32.37	31.15	32.52	**	33.01	**	24.14	28.27	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**282**	238	10	216	66	232	16	214	68	113	222	59	-
Weighted total	**253**	201	13	184	69	198	17	187	65	95	181	37	-
0-24%	**122**	106	**	93	29	103	**	93	29	58	89	20	**
	48%	*53%*	**	*51%*	*42%*	*52%*	**	*50%*	*45%*	*62%* b	*49%*	*54%*	**
25-49%	**25**	16	**	19	6	16	**	19	6	5	17	5	**
	10%	*8%*	**	*11%*	*8%*	*8%*	**	*10%*	*9%*	*5%*	*10%*	*13%*	**
50-74%	**15**	11	**	13	2	11	**	13	2	6	13	*	**
	6%	*6%*	**	*7%*	*3%*	*6%*	**	*7%*	*3%*	*7%*	*7%*	*1%*	**
75-100%	**37**	27	**	24	13	27	**	24	13	6	23	2	**
	14%	*13%*	**	*13%*	*18%*	*14%*	**	*13%*	*19%*	*7%*	*13%*	*5%*	**
Don't know	**54**	41	**	34	20	41	**	38	16	19	38	10	**
	21%	*20%*	**	*18%*	*29%*	*21%*	**	*20%*	*24%*	*20%*	*21%*	*27%*	**
Answered	**199**	160	**	150	49	157	**	149	50	76	143	27	**
Mean	**29.62**	27.48	**	28.97	31.55	27.93	**	28.82	32.03	18.45	27.86 **ac**	15.52	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**282**	107	195	56	-	220	219	80	2	216	205	262	214	180	15
Weighted total	**253**	95	162	42	-	209	195	75	*	171	171	232	175	145	7
0-24%	**122**	50	89	25	**	100	96	42	**	87	92	113	89	82	**
	48%	*53%*	*55%*	*60%*	**	*48%*	*49%*	*56%*	**	*51%*	*54%*	*49%*	*51%*	*57%*	**
25-49%	**25**	7	12	4	**	18	23	3	**	14	14	21	16	7	**
	10%	*7%*	*8%*	*11%*	**	*9%*	*12%*	*4%*	**	*8%*	*8%*	*9%*	*9%*	*5%*	**
							c								
50-74%	**15**	6	10	*	**	15	4	4	**	13	13	15	11	8	**
	6%	*6%*	*6%*	*1%*	**	*7%*	*2%*	*5%*	**	*8%*	*7%*	*7%*	*6%*	*6%*	**
						b									
75-100%	**37**	12	19	*	**	26	26	5	**	21	22	32	23	15	**
	14%	*12%*	*12%*	*%*	**	*13%*	*13%*	*7%*	**	*13%*	*13%*	*14%*	*13%*	*11%*	**
		c	c												
Don't know	**54**	21	32	12	**	49	47	22	**	35	31	50	37	31	**
	21%	*22%*	*20%*	*29%*	**	*24%*	*24%*	*29%*	**	*20%*	*18%*	*21%*	*21%*	*21%*	**
Answered	**199**	74	130	30	**	160	148	53	**	136	140	182	138	114	**
Mean	**29.62**	27.21	25.29	11.07	**	28.24	27.58	18.75	**	27.50	27.61	29.45	28.01	23.79	**
		c	c			c									

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**282**	282	154	175	59	59	246	202	16	5	6	4	268	252	270	264	279
Weighted total	**253**	253	130	155	61	53	212	170	14	4	7	3	239	215	241	232	252
0-24%	**122**	122	72	75	27	26	99	91	**	**	**	**	117	101	117	110	122
	48%	*48%*	*55%*	*49%*	*45%*	*48%*	*47%*	*54%*	**	**	**	**	*49%*	*47%*	*49%*	*47%*	*48%*
25-49%	**25**	25	11	20	3	3	21	6	**	**	**	**	23	24	25	22	25
	10%	*10%*	*8%*	*13%*	*5%*	*5%*	*10%*	*4%*	**	**	**	**	*10%*	*11%*	*10%*	*10%*	*10%*
							b										
50-74%	**15**	15	4	10	4	*	15	12	**	**	**	**	15	15	15	12	15
	6%	*6%*	*3%*	*6%*	*6%*	**%*	*7%*	*7%*	**	**	**	**	*6%*	*7%*	*6%*	*5%*	*6%*
75-100%	**37**	37	4	5	4	2	31	20	**	**	**	**	37	31	37	37	37
	14%	*14%*	*3%*	*3%*	*7%*	*5%*	*14%*	*12%*	**	**	**	**	*15%*	*15%*	*15%*	*16%*	*14%*
		bce															
Don't know	**54**	54	39	44	23	22	46	40	**	**	**	**	48	43	48	51	53
	21%	*21%*	*30%*	*28%*	*37%*	*41%*	*22%*	*24%*	**	**	**	**	*20%*	*20%*	*20%*	*22%*	*21%*
			a		a	a											
Answered	**199**	199	91	111	38	31	166	130	**	**	**	**	192	172	193	181	199
Mean	**29.62**	29.62	16.25	18.79	22.07	14.96	30.54	26.47	**	**	**	**	30.37	30.24	30.31	30.97	29.63
		bce															

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	**282**	219	276	118	4	227	9	67	205	87	5	23	81	62	173	46
Weighted total	**253**	204	247	96	4	189	7	60	180	87	6	15	86	56	160	36
0-24%	**122**	91	120	40	**	97	**	26	92	38	**	**	35	31	69	**
	48%	*45%*	*48%*	*42%*	**	*51%*	**	*44%*	*51%*	*44%*	**	**	*41%*	*56%*	*43%*	**
25-49%	**25**	24	25	13	**	10	**	6	15	10	**	**	10	4	21	**
	10%	*12%*	*10%*	*14%*	**	*5%*	**	*11%*	*8%*	*12%*	**	**	*12%*	*7%*	*13%*	**
															c	
50-74%	**15**	12	15	4	**	13	**	2	13	7	**	**	7	6	8	**
	6%	*6%*	*6%*	*4%*	**	*7%*	**	*3%*	*7%*	*8%*	**	**	*8%*	*11%*	*5%*	**
75-100%	**37**	28	37	12	**	32	**	13	21	17	**	**	17	7	27	**
	14%	*13%*	*15%*	*12%*	**	*17%*	**	*22%*	*12%*	*20%*	**	**	*20%*	*13%*	*17%*	**
								b								
Don't know	**54**	49	51	27	**	37	**	12	39	14	**	**	16	8	36	**
	21%	*24%*	*20%*	*28%*	**	*20%*	**	*20%*	*21%*	*16%*	**	**	*19%*	*14%*	*23%*	**
Answered	**199**	155	197	69	**	152	**	48	141	73	**	**	70	48	124	**
Mean	**29.62**	30.43	29.91	27.88	**	31.06	**	35.93	27.54	34.13	**	**	35.49	26.52	33.34	**
															c	

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**282**	54	22	203	144	138
Weighted total	**253**	55	22	175	116	137
0-24%	**122**	24	**	83	56	67
	48%	*44%*	**	*47%*	*48%*	*49%*
25-49%	**25**	2	**	21	16	9
	10%	*3%*	**	*12%*	*14%* b	*6%*
50-74%	**15**	4	**	11	6	9
	6%	*7%*	**	*6%*	*6%*	*6%*
75-100%	**37**	7	**	30	15	22
	14%	*12%*	**	*17%*	*13%*	*16%*
Don't know	**54**	18	**	30	23	31
	21%	*34%* c	**	*17%*	*20%*	*23%*
Answered	**199**	36	**	145	93	106
Mean	**29.62**	29.05	**	31.87	27.32	31.64

Columns Tested: a,b,c - a,b

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	***b**	c	d	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**282**	30	19	31	44	28	19	21	13	20	23	22	12
Weighted total	**253**	29	24	33	36	27	14	12	9	22	20	19	6
0-24%	**122**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**25**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
				d									
50-74%	**15**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**37**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**54**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**199**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**29.62**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Signed for 1st Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**282**	80	91	54	57
Weighted total	**253**	86	77	44	46
0-24%	**122**	48	42	16	16
	48%	*56%*	*54%*	*38%*	*35%*
		cd	d		
25-49%	**25**	12	5	5	3
	10%	*14%*	*6%*	*11%*	*7%*
50-74%	**15**	4	2	1	7
	6%	*5%*	*3%*	*2%*	*16%*
					abc
75-100%	**37**	13	12	6	6
	14%	*15%*	*15%*	*14%*	*13%*
Don't know	**54**	9	16	15	13
	21%	*10%*	*21%*	*35%*	*29%*
				a	a
Answered	**199**	77	61	28	33
Mean	**29.62**	28.23	27.08	32.42	35.15

Columns Tested: a,b,c,d

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	***e**	f	***a**	***b**	***c**	***d**	***e**
Unweighted total	**144**	86	34	14	10	-	58	29	27	4	6	16
Weighted total	**136**	129	5	2	1	-	8	46	31	4	5	8
0-24%	**62**	58	**	**	**	**	4	**	**	**	**	**
	46%	*45%*	**	**	**	**	*56%*	**	**	**	**	**
25-49%	**5**	5	**	**	**	**	*	**	**	**	**	**
	4%	*4%*	**	**	**	**	*4%*	**	**	**	**	**
50-74%	**11**	11	**	**	**	**	1	**	**	**	**	**
	8%	*8%*	**	**	**	**	*8%*	**	**	**	**	**
75-100%	**22**	22	**	**	**	**	-	**	**	**	**	**
	16%	*17%*	**	**	**	**	*-%*	**	**	**	**	**
		bf										
Don't know	**36**	34	**	**	**	**	2	**	**	**	**	**
	27%	*26%*	**	**	**	**	*32%*	**	**	**	**	**
Answered	**100**	95	**	**	**	**	5	**	**	**	**	**
Mean	**32.37**	33.31	**	**	**	**	14.91	**	**	**	**	**
		f										

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	144	11	11	15	3	10	12	13	12	11	98	6	20	20
Weighted total	136	15	14	20	2	10	17	15	9	16	119	3	7	8
0-24%	62	**	**	**	**	**	**	**	**	**	52	**	**	**
	46%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
25-49%	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
50-74%	11	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
75-100%	22	**	**	**	**	**	**	**	**	**	20	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
Don't know	36	**	**	**	**	**	**	**	**	**	34	**	**	**
	27%	**	**	**	**	**	**	**	**	**	*28%*	**	**	**
Answered	100	**	**	**	**	**	**	**	**	**	85	**	**	**
Mean	32.37	**	**	**	**	**	**	**	**	**	33.94	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**144**	10	9	12	3	12	17	10	12	12	97	7	20	20
Weighted total	**136**	13	14	16	2	10	28	10	9	16	119	3	7	8
0-24%	**62**	**	**	**	**	**	**	**	**	**	51	**	**	**
	46%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
25-49%	**5**	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
50-74%	**11**	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
75-100%	**22**	**	**	**	**	**	**	**	**	**	20	**	**	**
	16%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
Don't know	**36**	**	**	**	**	**	**	**	**	**	34	**	**	**
	27%	**	**	**	**	**	**	**	**	**	*28%*	**	**	**
Answered	**100**	**	**	**	**	**	**	**	**	**	85	**	**	**
Mean	**32.37**	**	**	**	**	**	**	**	**	**	33.97	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	144	6	20	6	5	42	3	5	56	104	40	137	7	142	2
Weighted total	136	6	21	2	3	55	1	3	43	99	37	132	4	132	4
0-24%	62	**	**	**	**	**	**	**	20	45	**	61	**	62	**
	46%	**	**	**	**	**	**	**	*46%*	*45%*	**	*46%*	**	*47%*	**
25-49%	5	**	**	**	**	**	**	**	5	5	**	5	**	5	**
	4%	**	**	**	**	**	**	**	*11%* e	*5%*	**	*4%*	**	*4%*	**
50-74%	11	**	**	**	**	**	**	**	5	6	**	11	**	9	**
	8%	**	**	**	**	**	**	**	*11%*	*6%*	**	*8%*	**	*7%*	**
75-100%	22	**	**	**	**	**	**	**	4	19	**	22	**	19	**
	16%	**	**	**	**	** h	**	**	*9%*	*19%*	**	*16%*	**	*15%*	**
Don't know	36	**	**	**	**	**	**	**	10	25	**	33	**	36	**
	27%	**	**	**	**	**	**	**	*23%*	*25%*	**	*25%*	**	*28%*	**
Answered	100	**	**	**	**	**	**	**	33	74	**	99	**	96	**
Mean	32.37	**	**	**	**	** h	**	**	27.43	33.79	**	32.58	**	30.59	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**144**	51	27	64	66	62	16	-	-	-	-	-	128	16	9	57	78
Weighted total	**136**	46	25	61	76	45	14	-	-	-	-	-	122	14	12	64	60
0-24%	**62**	15	**	36	31	24	**	**	**	**	**	**	54	**	**	25	31
	46%	*32%*	**	*59%* a	*40%*	*52%*	**	**	**	**	**	**	*45%*	**	**	*40%*	*53%*
25-49%	**5**	3	**	*	5	*	**	**	**	**	**	**	5	**	**	4	*
	4%	*6%*	**	**%*	*6%*	*1%*	**	**	**	**	**	**	*4%*	**	**	*6%*	**%*
50-74%	**11**	3	**	2	7	3	**	**	**	**	**	**	9	**	**	6	5
	8%	*6%*	**	*3%*	*9%*	*6%*	**	**	**	**	**	**	*8%*	**	**	*9%*	*8%*
75-100%	**22**	11	**	6	17	3	**	**	**	**	**	**	20	**	**	13	5
	16%	*24%*	**	*11%*	*22%* b	*6%*	**	**	**	**	**	**	*16%* b	**	**	*21%* c	*8%*
Don't know	**36**	15	**	16	18	16	**	**	**	**	**	**	34	**	**	16	19
	27%	*32%*	**	*27%*	*23%*	*35%*	**	**	**	**	**	**	*28%*	**	**	*24%*	*31%*
Answered	**100**	32	**	45	59	29	**	**	**	**	**	**	88	**	**	48	41
Mean	**32.37**	45.55 c	**	21.42	39.75 b	19.71	**	**	**	**	**	**	33.06 b	**	**	38.04 c	21.80

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**144**	110	102	124	144	65	106	97	11	7	7	1	1	-	136	4	3	1	-	-	-	-
Weighted total	**136**	93	86	113	136	49	91	99	8	5	2	*	*	-	130	4	2	1	-	-	-	-
0-24%	**62**	44	49	54	62	25	45	48	**	**	**	**	**	**	60	**	**	**	**	**	**	**
	46%	*47%*	*58%*	*47%*	*46%*	*52%*	*49%*	*49%*	**	**	**	**	**	**	*46%*	**	**	**	**	**	**	**
25-49%	**5**	5	5	5	5	2	5	3	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	4%	*5%*	*6%*	*4%*	*4%*	*4%*	*5%*	*3%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
50-74%	**11**	5	4	8	11	3	3	6	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	8%	*6%*	*5%*	*7%*	*8%*	*7%*	*4%*	*6%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
75-100%	**22**	15	7	18	22	6	14	14	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	16%	*17%*	*8%*	*16%*	*16%*	*13%*	*15%*	*14%*	**	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
Don't know	**36**	24	20	30	36	12	24	28	**	**	**	**	**	**	34	**	**	**	**	**	**	**
	27%	*25%*	*24%*	*26%*	*27%*	*25%*	*26%*	*29%*	**	**	**	**	**	**	*26%*	**	**	**	**	**	**	**
Answered	**100**	69	65	84	100	37	67	70	**	**	**	**	**	**	96	**	**	**	**	**	**	**
Mean	**32.37**	32.20 b	21.29	31.38	32.37 b	27.40	30.14	28.57	**	**	**	**	**	**	31.63	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		***a**	***b**	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	***b**
Unweighted total	**144**	17	24	34	48	1	39	37	35	32	1	83	5	54	126	18
Weighted total	**136**	19	29	36	28	*	38	33	37	28	2	94	4	34	113	23
0-24%	**62**	**	**	**	**	**	**	**	**	**	**	52	**	8	53	**
	46%	**	**	**	**	**	**	**	**	**	**	*55%*	**	*22%*	*47%*	**
								a		a		c				
25-49%	**5**	**	**	**	**	**	**	**	**	**	**	-	**	3	3	**
	4%	**	**	**	**	**	**	**	**	**	**	-%	**	*9%*	*3%*	**
														a		
50-74%	**11**	**	**	**	**	**	**	**	**	**	**	6	**	3	11	**
	8%	**	**	**	**	**	**	**	**	**	**	*7%*	**	*9%*	*9%*	**
							b		b							
75-100%	**22**	**	**	**	**	**	**	**	**	**	**	14	**	8	20	**
	16%	**	**	**	**	**	**	**	**	**	**	*15%*	**	*23%*	*17%*	**
							bc									
Don't know	**36**	**	**	**	**	**	**	**	**	**	**	22	**	12	27	**
	27%	**	**	**	**	**	**	**	**	**	**	*23%*	**	*36%*	*24%*	**
				d					a							
Answered	**100**	**	**	**	**	**	**	**	**	**	**	72	**	22	86	**
Mean	**32.37**	**	**	**	**	**	**	**	**	**	**	26.67	**	51.98	33.83	**
														a		

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	***b**	a	***b**	a	***b**	a	b	c	***d**
Unweighted total	**144**	121	3	118	26	119	5	118	26	57	109	33	-
Weighted total	**136**	108	5	98	38	104	9	102	35	58	93	24	-
0-24%	**62**	52	**	43	**	48	**	45	**	33	44	**	**
	46%	*48%*	**	*44%*	**	*46%*	**	*44%*	**	*56%*	*47%*	**	**
25-49%	**5**	3	**	3	**	3	**	3	**	4	5	**	**
	4%	*3%*	**	*3%*	**	*3%*	**	*3%*	**	*7%*	*5%*	**	**
50-74%	**11**	8	**	11	**	8	**	11	**	2	5	**	**
	8%	*7%*	**	*11%*	**	*7%*	**	*10%*	**	*4%*	*6%*	**	**
75-100%	**22**	18	**	19	**	18	**	19	**	5	15	**	**
	16%	*17%*	**	*19%*	**	*17%*	**	*19%*	**	*8%*	*17%*	**	**
											c		
Don't know	**36**	28	**	22	**	28	**	24	**	15	23	**	**
	27%	*26%*	**	*22%*	**	*27%*	**	*24%*	**	*25%*	*25%*	**	**
Answered	**100**	80	**	76	**	76	**	78	**	44	69	**	**
Mean	**32.37**	32.22	**	36.79	**	33.57	**	36.10	**	19.96	32.20	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**144**	56	95	32	-	108	117	44	-	107	99	136	99	103	9
Weighted total	**136**	54	75	27	-	106	115	49	-	87	80	127	87	95	4
0-24%	**62**	29	45	**	**	49	53	**	**	42	48	57	40	46	**
	46%	*55%*	*59%*	**	**	*47%*	*46%*	**	**	*48%*	*59%* c	*45%*	*46%*	*49%*	**
25-49%	**5**	4	3	**	**	3	3	**	**	3	3	3	2	3	**
	4%	*7%*	*4%*	**	**	*3%*	*2%*	**	**	*3%*	*4%*	*2%*	*3%*	*3%*	**
50-74%	**11**	2	4	**	**	6	11	**	**	5	4	11	8	7	**
	8%	*5%*	*6%*	**	**	*6%*	*9%*	**	**	*6%*	*6%*	*8%*	*9%*	*7%*	**
75-100%	**22**	2	5	**	**	11	15	**	**	15	7	22	12	18	**
	16%	*4%*	*6%*	**	**	*10%*	*13%*	**	**	*18%*	*8%*	*17%*	*13%*	*19%*	**
Don't know	**36**	16	19	**	**	36	34	**	**	22	19	35	26	21	**
	27%	*29%*	*25%*	**	**	*34%*	*30%*	**	**	*25%*	*23%*	*27%*	*29%*	*22%*	**
Answered	**100**	38	57	**	**	70	81	**	**	66	62	93	61	74	**
Mean	**32.37**	16.89	19.60	**	**	25.75	29.48	**	**	33.27 b	21.78	33.72 b	30.42	34.13	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**144**	117	144	87	32	36	115	123	6	3	3	3	139	127	140	134	144
Weighted total	**136**	103	136	81	37	38	99	116	6	1	4	4	132	113	132	125	136
0-24%	**62**	61	62	39	**	**	50	53	**	**	**	**	58	52	58	56	62
	46%	*59%*	*46%*	*48%*	**	**	*50%*	*45%*	**	**	**	**	*44%*	*46%*	*44%*	*45%*	*46%*
		b															
25-49%	**5**	4	5	5	**	**	3	1	**	**	**	**	5	4	5	4	5
	4%	*4%*	*4%*	*6%*	**	**	*3%*	*1%*	**	**	**	**	*4%*	*4%*	*4%*	*3%*	*4%*
50-74%	**11**	5	11	2	**	**	7	11	**	**	**	**	11	9	11	11	11
	8%	*5%*	*8%*	*3%*	**	**	*7%*	*10%*	**	**	**	**	*8%*	*8%*	*8%*	*9%*	*8%*
75-100%	**22**	1	22	5	**	**	11	22	**	**	**	**	22	16	22	18	22
	16%	*1%*	*16%*	*6%*	**	**	*11%*	*19%*	**	**	**	**	*16%*	*14%*	*16%*	*14%*	*16%*
			ace	a	a												
Don't know	**36**	33	36	30	**	**	29	30	**	**	**	**	36	32	36	36	36
	27%	*32%*	*27%*	*37%*	**	**	*29%*	*26%*	**	**	**	**	*28%*	*28%*	*28%*	*29%*	*27%*
						b											
Answered	**100**	70	100	51	**	**	70	86	**	**	**	**	96	81	96	89	100
Mean	**32.37**	12.09	32.37	19.15	**	**	26.67	35.55	**	**	**	**	33.60	30.28	33.57	30.92	32.37
			ac	a													

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	*c
Unweighted total	**144**	103	143	56	2	116	2	30	111	40	3	13	36	33	88	21
Weighted total	**136**	103	134	54	2	102	2	30	101	48	2	16	42	37	80	20
0-24%	**62**	42	62	24	**	51	**	**	45	**	**	**	**	**	35	**
	46%	*41%*	*46%*	*45%*	**	*49%*	**	**	*45%*	**	**	**	**	**	*44%*	**
25-49%	**5**	4	5	2	**	*	**	**	3	**	**	**	**	**	3	**
	4%	*4%*	*4%*	*3%*	**	**%*	**	**	*3%*	**	**	**	**	**	*4%*	**
50-74%	**11**	7	11	3	**	8	**	**	10	**	**	**	**	**	9	**
	8%	*7%*	*8%*	*5%*	**	*8%*	**	**	*9%*	**	**	**	**	**	*11%*	**
75-100%	**22**	13	20	1	**	19	**	**	17	**	**	**	**	**	13	**
	16%	*13%*	*15%*	*2%*	**	*19%*	**	**	*17%*	**	**	**	**	**	*16%*	**
		c	c													
Don't know	**36**	36	36	23	**	25	**	**	26	**	**	**	**	**	21	**
	27%	*35%*	*27%*	*43%*	**	*24%*	**	**	*26%*	**	**	**	**	**	*26%*	**
				b												
Answered	**100**	67	98	30	**	78	**	**	75	**	**	**	**	**	59	**
Mean	**32.37**	30.31	31.57	15.48	**	33.87	**	**	34.69	**	**	**	**	**	34.72	**
		c	c													

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b
Unweighted total	**144**	27	17	98	73	71
Weighted total	**136**	33	20	83	70	66
0-24%	**62**	**	**	37	32	30
	46%	**	**	*45%*	*45%*	*46%*
25-49%	**5**	**	**	3	4	1
	4%	**	**	*3%*	*6%*	*1%*
50-74%	**11**	**	**	8	6	6
	8%	**	**	*9%*	*8%*	*9%*
75-100%	**22**	**	**	15	13	8
	16%	**	**	*19%*	*19%*	*13%*
Don't know	**36**	**	**	20	15	21
	27%	**	**	*24%*	*22%*	*32%*
Answered	**100**	**	**	63	55	45
Mean	**32.37**	**	**	35.54	34.27	30.08

Columns Tested: a,b,c - a,b

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**144**	14	13	10	23	13	7	11	13	10	13	11	6
Weighted total	**136**	16	16	13	16	13	5	9	11	13	14	8	1
0-24%	**62**	**	**	**	**	**	**	**	**	**	**	**	**
	46%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**5**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**11**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**22**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**36**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**100**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**32.37**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Signed for 2nd Class (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**144**	37	43	34	30
Weighted total	**136**	45	35	33	23
0-24%	**62**	**	**	**	**
	46%	**	**	**	**
25-49%	**5**	**	**	**	**
	4%	**	**	**	**
50-74%	**11**	**	**	**	**
	8%	**	**	**	**
75-100%	**22**	**	**	**	**
	16%	**	**	**	**
Don't know	**36**	**	**	**	**
	27%	**	**	**	**
Answered	**100**	**	**	**	**
Mean	**32.37**	**	**	**	**

Columns Tested: a,b,c,d

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	*a	b	*c	*d	*e
Unweighted total	**140**	87	30	13	10	-	53	19	31	10	5	14
Weighted total	**139**	133	4	2	2	-	7	28	42	11	4	4
0-24%	**61**	58	**	**	**	**	3	**	**	**	**	**
	44%	*43%*	**	**	**	**	*50%*	**	**	**	**	**
25-49%	**11**	10	**	**	**	**	*	**	**	**	**	**
	8%	*8%*	**	**	**	**	*5%*	**	**	**	**	**
50-74%	**9**	9	**	**	**	**	1	**	**	**	**	**
	7%	*7%*	**	**	**	**	*10%*	**	**	**	**	**
75-100%	**31**	30	**	**	**	**	1	**	**	**	**	**
	22%	*23%*	**	**	**	**	*11%*	**	**	**	**	**
Don't know	**27**	26	**	**	**	**	2	**	**	**	**	**
	20%	*19%*	**	**	**	**	*23%*	**	**	**	**	**
Answered	**112**	107	**	**	**	**	5	**	**	**	**	**
Mean	**36.09**	36.54	**	**	**	**	26.69	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**140**	13	10	16	1	9	20	11	10	6	96	13	18	13
Weighted total	**139**	22	13	24	*	8	28	10	10	7	123	6	7	4
0-24%	**61**	**	**	**	**	**	**	**	**	**	53	**	**	**
	44%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
25-49%	**11**	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
50-74%	**9**	**	**	**	**	**	**	**	**	**	9	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
75-100%	**31**	**	**	**	**	**	**	**	**	**	28	**	**	**
	22%	**	**	**	**	**	**	**	**	**	*23%*	**	**	**
Don't know	**27**	**	**	**	**	**	**	**	**	**	23	**	**	**
	20%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**
Answered	**112**	**	**	**	**	**	**	**	**	**	100	**	**	**
Mean	**36.09**	**	**	**	**	**	**	**	**	**	36.83	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**140**	14	9	16	2	10	19	9	10	6	95	14	18	13
Weighted total	**139**	24	13	24	*	8	28	8	10	7	123	6	7	4
0-24%	**61**	**	**	**	**	**	**	**	**	**	53	**	**	**
	44%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
25-49%	**11**	**	**	**	**	**	**	**	**	**	10	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
50-74%	**9**	**	**	**	**	**	**	**	**	**	9	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
75-100%	**31**	**	**	**	**	**	**	**	**	**	28	**	**	**
	22%	**	**	**	**	**	**	**	**	**	*23%*	**	**	**
Don't know	**27**	**	**	**	**	**	**	**	**	**	23	**	**	**
	20%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**
Answered	**112**	**	**	**	**	**	**	**	**	**	99	**	**	**
Mean	**36.09**	**	**	**	**	**	**	**	**	**	36.85	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		***a**	***b**	***c**	***d**	e	***f**	***g**	h	a	b	a	***b**	a	***b**
Unweighted total	**140**	5	28	4	11	39	1	3	47	102	38	128	12	138	2
Weighted total	**139**	3	29	3	7	45	*	2	48	105	34	128	12	136	4
0-24%	**61**	**	**	**	**	**	**	**	**	43	**	57	**	59	**
	44%	**	**	**	**	**	**	**	**	*41%*	**	*44%*	**	*44%*	**
25-49%	**11**	**	**	**	**	**	**	**	**	8	**	11	**	11	**
	8%	**	**	**	**	**	**	**	**	*8%*	**	*8%*	**	*8%*	**
50-74%	**9**	**	**	**	**	**	**	**	**	9	**	9	**	9	**
	7%	**	**	**	**	**	**	**	**	*9%*	**	*7%*	**	*7%*	**
75-100%	**31**	**	**	**	**	**	**	**	**	27	**	27	**	31	**
	22%	**	**	**	**	**	**	**	**	*26%*	**	*21%*	**	*23%*	**
										b					
Don't know	**27**	**	**	**	**	**	**	**	**	17	**	24	**	26	**
	20%	**	**	**	**	**	**	**	**	*16%*	**	*19%*	**	*19%*	**
Answered	**112**	**	**	**	**	**	**	**	**	88	**	103	**	110	**
Mean	**36.09**	**	**	**	**	**	**	**	**	39.22	**	34.87	**	36.36	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**140**	46	29	65	71	55	12	1	1	-	-	-	126	14	5	66	69
Weighted total	**139**	41	33	66	83	46	8	1	2	-	-	-	129	10	7	75	57
0-24%	**61**	**	**	33	34	19	**	**	**	**	**	**	53	**	**	29	27
	44%	**	**	*50%*	*41%*	*40%*	**	**	**	**	**	**	*41%*	**	**	*39%*	*48%*
25-49%	**11**	**	**	4	10	1	**	**	**	**	**	**	10	**	**	10	1
	8%	**	**	*7%*	*12%*	*2%*	**	**	**	**	**	**	*8%*	**	**	*13%*	*2%*
					b											c	
50-74%	**9**	**	**	4	4	6	**	**	**	**	**	**	9	**	**	4	6
	7%	**	**	*6%*	*4%*	*12%*	**	**	**	**	**	**	*7%*	**	**	*5%*	*10%*
75-100%	**31**	**	**	14	17	13	**	**	**	**	**	**	30	**	**	17	13
	22%	**	**	*21%*	*21%*	*28%*	**	**	**	**	**	**	*23%*	**	**	*23%*	*24%*
Don't know	**27**	**	**	11	18	8	**	**	**	**	**	**	27	**	**	16	9
	20%	**	**	*16%*	*22%*	*18%*	**	**	**	**	**	**	*21%*	**	**	*21%*	*16%*
Answered	**112**	**	**	55	65	38	**	**	**	**	**	**	102	**	**	60	47
Mean	**36.09**	**	**	34.22	35.35	43.61	**	**	**	**	**	**	38.40	**	**	37.32	37.08

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**140**	105	99	115	140	61	116	97	7	4	4	2	1	-	130	5	4	1	-	-	-	-
Weighted total	**139**	93	89	105	139	52	110	96	6	2	1	*	*	-	134	3	2	1	-	-	-	-
0-24%	**61**	43	47	51	61	26	51	47	**	**	**	**	**	**	58	**	**	**	**	**	**	**
	44%	*46%*	*53%*	*48%*	*44%*	*49%*	*47%*	*48%*	**	**	**	**	**	**	*43%*	**	**	**	**	**	**	**
25-49%	**11**	10	8	10	11	2	10	8	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	8%	*11%*	*9%*	*10%*	*8%*	*4%*	*9%*	*9%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
50-74%	**9**	4	2	4	9	4	8	4	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	7%	*4%*	*3%*	*4%*	*7%*	*8%*	*7%*	*4%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
75-100%	**31**	17	16	22	31	7	19	21	**	**	**	**	**	**	31	**	**	**	**	**	**	**
	22%	*19%*	*18%*	*20%*	*22%*	*13%*	*17%*	*22%*	**	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
Don't know	**27**	18	15	19	27	13	22	16	**	**	**	**	**	**	27	**	**	**	**	**	**	**
	20%	*19%*	*17%*	*18%*	*20%*	*26%*	*20%*	*16%*	**	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
Answered	**112**	75	74	87	112	39	88	80	**	**	**	**	**	**	107	**	**	**	**	**	**	**
Mean	**36.09**	32.26	28.91	32.27	36.09	27.72	31.99	33.48	**	**	**	**	**	**	36.67	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	c	d	*e	a	*b	c	a	*b
Unweighted total	140	14	19	40	41	1	33	29	46	31	1	84	6	48	122	18
Weighted total	139	15	22	40	29	*	37	30	42	28	2	93	4	38	119	20
0-24%	61	**	**	**	**	**	**	**	**	**	**	40	**	**	58	**
	44%	**	**	**	**	**	**	**	**	**	**	*43%*	**	**	*49%*	**
							cd									
25-49%	11	**	**	**	**	**	**	**	**	**	**	7	**	**	5	**
	8%	**	**	**	**	**	**	**	**	**	**	*8%*	**	**	*4%*	**
										a						
50-74%	9	**	**	**	**	**	**	**	**	**	**	4	**	**	8	**
	7%	**	**	**	**	**	**	**	**	**	**	*4%*	**	**	*6%*	**
														a		
75-100%	31	**	**	**	**	**	**	**	**	**	**	24	**	**	26	**
	22%	**	**	**	**	**	**	**	**	**	**	*26%*	**	**	*22%*	**
Don't know	27	**	**	**	**	**	**	**	**	**	**	18	**	**	22	**
	20%	**	**	**	**	**	**	**	**	**	**	*19%*	**	**	*18%*	**
									a							
Answered	112	**	**	**	**	**	**	**	**	**	**	75	**	**	98	**
Mean	36.09	**	**	**	**	**	**	**	**	**	**	37.89	**	**	35.26	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	a	b	c	*d
Unweighted total	**140**	109	6	112	28	107	8	107	33	77	95	39	-
Weighted total	**139**	97	8	108	32	97	8	102	38	66	82	28	-
0-24%	**61**	51	**	51	**	51	**	49	**	32	39	**	**
	44%	*52%*	**	*47%*	**	*52%*	**	*48%*	**	*49%*	*47%*	**	**
25-49%	**11**	7	**	5	**	7	**	5	**	8	8	**	**
	8%	*7%*	**	*5%*	**	*7%*	**	*5%*	**	*13%*	*10%*	**	**
50-74%	**9**	4	**	9	**	4	**	8	**	2	4	**	**
	7%	*4%*	**	*9%*	**	*4%*	**	*8%*	**	*4%*	*5%*	**	**
75-100%	**31**	21	**	26	**	21	**	26	**	9	13	**	**
	22%	*21%*	**	*25%*	**	*21%*	**	*26%*	**	*13%*	*16%*	**	**
Don't know	**27**	15	**	16	**	15	**	14	**	14	18	**	**
	20%	*15%*	**	*15%*	**	*15%*	**	*14%*	**	*21%*	*22%*	**	**
									a				
Answered	**112**	83	**	92	**	82	**	88	**	52	64	**	**
Mean	**36.09**	31.75	**	37.85	**	31.77	**	38.18	**	26.03	30.47	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**140**	67	85	30	-	133	89	50	2	100	94	130	102	77	9
Weighted total	**139**	64	72	22	-	133	82	54	*	85	81	126	90	57	1
0-24%	**61**	30	42	**	**	61	40	**	**	43	47	59	45	32	**
	44%	*47%*	*58%*	**	**	*46%*	*49%*	**	**	*51%*	*57%*	*47%*	*51%*	*57%*	**
25-49%	**11**	6	6	**	**	7	8	**	**	7	5	7	6	2	**
	8%	*10%*	*8%*	**	**	*5%*	*9%*	**	**	*8%*	*6%*	*6%*	*7%*	*4%*	**
50-74%	**9**	2	2	**	**	9	*	**	**	4	2	9	4	4	**
	7%	*4%*	*3%*	**	**	*7%*	*%*	**	**	*5%*	*3%*	*8%*	*5%*	*7%*	**
						b		b							
75-100%	**31**	14	8	**	**	31	7	**	**	17	16	26	19	6	**
	22%	*21%*	*11%*	**	**	*23%*	*9%*	**	**	*20%*	*20%*	*21%*	*21%*	*11%*	**
		c				b									
Don't know	**27**	11	15	**	**	25	26	**	**	14	12	24	15	12	**
	20%	*18%*	*20%*	**	**	*19%*	*32%*	**	**	*17%*	*14%*	*19%*	*17%*	*21%*	**
							a	a							
Answered	**112**	53	58	**	**	108	56	**	**	70	70	102	75	45	**
Mean	**36.09**	33.31	22.49	**	**	36.13	21.33	**	**	31.66	28.69	35.01	32.22	22.07	**
						b									

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	***a**	***b**	***c**	***d**	a	b	c	d	e
Unweighted total	**140**	103	64	140	38	35	107	83	5	2	5	1	130	120	130	132	139
Weighted total	**139**	92	51	139	39	36	91	64	6	*	6	1	124	110	124	125	139
0-24%	**61**	53	24	61	**	**	50	34	**	**	**	**	57	51	57	51	61
	44%	*57%*	*48%*	*44%*	**	**	*55%*	*53%*	**	**	**	**	*46%*	*47%*	*46%*	*41%*	*44%*
		c															
25-49%	**11**	8	4	11	**	**	4	*	**	**	**	**	11	11	11	11	11
	8%	*9%*	*8%*	*8%*	**	**	*5%*	**%*	**	**	**	**	*9%*	*10%*	*9%*	*9%*	*8%*
50-74%	**9**	2	*	9	**	**	4	4	**	**	**	**	9	8	9	8	9
	7%	*2%*	**%*	*7%*	**	**	*5%*	*6%*	**	**	**	**	*8%*	*7%*	*8%*	*6%*	*7%*
75-100%	**31**	6	2	31	**	**	11	7	**	**	**	**	26	20	26	31	31
	22%	*6%*	*4%*	*22%*	**	**	*12%*	*11%*	**	**	**	**	*21%*	*18%*	*21%*	*25%*	*22%*
				abde													
Don't know	**27**	23	20	27	**	**	22	19	**	**	**	**	21	21	21	25	27
	20%	*25%*	*40%*	*20%*	**	**	*24%*	*30%*	**	**	**	**	*17%*	*19%*	*17%*	*20%*	*20%*
			c		c	**ac**											
Answered	**112**	68	31	112	**	**	69	45	**	**	**	**	103	90	103	101	112
Mean	**36.09**	18.30	14.16	36.09	**	**	24.54	21.86	**	**	**	**	34.34	32.18	34.34	38.69	36.05
				ab													

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	*c
Unweighted total	**140**	114	132	63	2	110	3	33	101	48	1	18	40	36	75	27
Weighted total	**139**	111	129	56	2	103	4	29	100	54	*	17	43	34	76	29
0-24%	**61**	42	58	20	**	46	**	**	48	**	**	**	**	**	32	**
	44%	*38%*	*45%*	*37%*	**	*45%*	**	**	*47%*	**	**	**	**	**	*42%*	**
25-49%	**11**	10	10	6	**	7	**	**	6	**	**	**	**	**	6	**
	8%	*9%*	*8%*	*11%*	**	*7%*	**	**	*6%*	**	**	**	**	**	*8%*	**
50-74%	**9**	9	8	4	**	7	**	**	9	**	**	**	**	**	5	**
	7%	*8%*	*6%*	*7%*	**	*7%*	**	**	*9%*	**	**	**	**	**	*7%*	**
75-100%	**31**	25	28	10	**	22	**	**	21	**	**	**	**	**	18	**
	22%	*23%*	*22%*	*18%*	**	*21%*	**	**	*21%*	**	**	**	**	**	*24%*	**
Don't know	**27**	25	25	15	**	21	**	**	17	**	**	**	**	**	14	**
	20%	*22%*	*19%*	*27%*	**	*20%*	**	**	*17%*	**	**	**	**	**	*18%*	**
Answered	**112**	86	104	41	**	82	**	**	84	**	**	**	**	**	62	**
Mean	**36.09**	39.13	35.10	37.72	**	34.96	**	**	34.18	**	**	**	**	**	38.32	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**140**	32	16	89	74	66
Weighted total	**139**	35	14	89	75	65
0-24%	**61**	**	**	41	32	29
	44%	**	**	*46%*	*43%*	*44%*
25-49%	**11**	**	**	10	10	1
	8%	**	**	*11%*	*13%*	*1%*
				a	b	
50-74%	**9**	**	**	6	7	2
	7%	**	**	*7%*	*10%*	*3%*
75-100%	**31**	**	**	16	15	15
	22%	**	**	*18%*	*21%*	*24%*
Don't know	**27**	**	**	16	10	18
	20%	**	**	*18%*	*13%*	*27%*
						a
Answered	**112**	**	**	73	65	47
Mean	**36.09**	**	**	32.84	34.01	38.94

Columns Tested: a,b,c - a,b

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**140**	21	8	11	20	13	9	9	11	11	11	8	8
Weighted total	**139**	21	10	10	21	13	6	10	12	10	13	9	5
0-24%	**61**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**11**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**9**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**31**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**27**	**	**	**	**	**	**	**	**	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**112**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**36.09**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Special Delivery Guaranteed by 1pm (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	*d
Unweighted total	**140**	40	42	31	27
Weighted total	**139**	40	40	32	26
0-24%	**61**	**	**	**	**
	44%	**	**	**	**
25-49%	**11**	**	**	**	**
	8%	**	**	**	**
50-74%	**9**	**	**	**	**
	7%	**	**	**	**
			a	a	
75-100%	**31**	**	**	**	**
	22%	**	**	**	**
		b			
Don't know	**27**	**	**	**	**
	20%	**	**	**	**
Answered	**112**	**	**	**	**
Mean	**36.09**	**	**	**	**
		b			

Columns Tested: a,b,c,d

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**54**	33	11	6	4	-	21	4	12	4	2	10
Weighted total	**48**	45	1	1	1	-	2	7	13	5	2	3
0-24%	**29**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**
50-74%	**2**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**
75-100%	**2**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**
Don't know	**11**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**
Answered	**37**	**	**	**	**	**	**	**	**	**	**	**
Mean	**15.81**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	54	5	1	5	1	3	8	6	-	4	33	5	7	9
Weighted total	48	8	3	6	*	4	12	2	-	4	39	2	2	4
0-24%	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	11	**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	37	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	15.81	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	54	6	1	5	1	4	6	5	-	4	32	6	7	9
Weighted total	48	8	3	6	*	4	11	2	-	4	39	3	2	4
0-24%	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	11	**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	37	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	15.81	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	**54**	2	17	2	7	8	-	2	16	37	17	53	1	54	-
Weighted total	**48**	1	14	*	4	10	-	2	17	37	11	48	*	48	-
0-24%	**29**	**	**	**	**	**	**	**	**	**	**	29	**	29	**
	62%	**	**	**	**	**	**	**	**	**	**	*61%*	**	*62%*	**
25-49%	**4**	**	**	**	**	**	**	**	**	**	**	4	**	4	**
	7%	**	**	**	**	**	**	**	**	**	**	*7%*	**	*7%*	**
50-74%	**2**	**	**	**	**	**	**	**	**	**	**	2	**	2	**
	4%	**	**	**	**	**	**	**	**	**	**	*4%*	**	*4%*	**
75-100%	**2**	**	**	**	**	**	**	**	**	**	**	2	**	2	**
	4%	**	**	**	**	**	**	**	**	**	**	*4%*	**	*4%*	**
Don't know	**11**	**	**	**	**	**	**	**	**	**	**	11	**	11	**
	23%	**	**	**	**	**	**	**	**	**	**	*23%*	**	*23%*	**
Answered	**37**	**	**	**	**	**	**	**	**	**	**	37	**	37	**
Mean	**15.81**	**	**	**	**	**	**	**	**	**	**	15.83	**	15.81	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	54	20	11	23	26	23	5	-	-	-	-	-	49	5	4	22	28
Weighted total	48	11	15	21	28	19	1	-	-	-	-	-	46	1	4	24	20
0-24%	29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	15.81	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**54**	41	38	44	54	24	41	38	2	1	2	1	-	-	51	1	2	-	-	-	-	-
Weighted total	**48**	31	36	38	48	20	35	35	2	*	*	*	-	-	46	2	*	-	-	-	-	-
0-24%	**29**	**	**	**	29	**	**	**	**	**	**	**	**	**	29	**	**	**	**	**	**	**
	62%	**	**	**	*62%*	**	**	**	**	**	**	**	**	**	*64%*	**	**	**	**	**	**	**
25-49%	**4**	**	**	**	4	**	**	**	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	7%	**	**	**	*7%*	**	**	**	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
50-74%	**2**	**	**	**	2	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	4%	**	**	**	*4%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
75-100%	**2**	**	**	**	2	**	**	**	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	4%	**	**	**	*4%*	**	**	**	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Don't know	**11**	**	**	**	11	**	**	**	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	23%	**	**	**	*23%*	**	**	**	**	**	**	**	**	**	*24%*	**	**	**	**	**	**	**
Answered	**37**	**	**	**	37	**	**	**	**	**	**	**	**	**	35	**	**	**	**	**	**	**
Mean	**15.81**	**	**	**	15.81	**	**	**	**	**	**	**	**	**	14.18	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	54	3	11	17	12	1	16	15	12	11	-	33	1	20	48	6
Weighted total	48	5	12	14	7	*	16	16	8	8	-	33	*	15	40	8
0-24%	29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	11	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	15.81	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	*c	*d
Unweighted total	**54**	43	1	42	12	43	1	41	13	34	37	19	-
Weighted total	**48**	36	2	32	16	36	2	30	18	28	29	13	-
0-24%	**29**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**11**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**37**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**15.81**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**54**	30	31	16	-	51	35	22	1	40	37	50	43	31	4
Weighted total	**48**	29	29	11	-	46	31	21	*	29	34	42	36	18	*
0-24%	**29**	**	**	**	**	29	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	*64%*	**	**	**	**	**	**	**	**	**
25-49%	**4**	**	**	**	**	4	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	*8%*	**	**	**	**	**	**	**	**	**
50-74%	**2**	**	**	**	**	2	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	*4%*	**	**	**	**	**	**	**	**	**
75-100%	**2**	**	**	**	**	2	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	*4%*	**	**	**	**	**	**	**	**	**
Don't know	**11**	**	**	**	**	9	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	*20%*	**	**	**	**	**	**	**	**	**
Answered	**37**	**	**	**	**	37	**	**	**	**	**	**	**	**	**
Mean	**15.81**	**	**	**	**	15.91	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**54**	43	24	54	17	13	42	34	1	2	-	1	50	48	51	51	54
Weighted total	**48**	35	13	48	17	11	32	21	*	1	-	2	45	39	45	43	48
0-24%	**29**	**	**	29	**	**	**	**	**	**	**	**	**	**	29	27	29
	62%	**	**	*62%*	**	**	**	**	**	**	**	**	**	**	*65%*	*62%*	*62%*
25-49%	**4**	**	**	4	**	**	**	**	**	**	**	**	**	**	4	4	4
	7%	**	**	*7%*	**	**	**	**	**	**	**	**	**	**	*8%*	*8%*	*7%*
50-74%	**2**	**	**	2	**	**	**	**	**	**	**	**	**	**	2	*	2
	4%	**	**	*4%*	**	**	**	**	**	**	**	**	**	**	*4%*	*%	*4%*
75-100%	**2**	**	**	2	**	**	**	**	**	**	**	**	**	**	2	2	2
	4%	**	**	*4%*	**	**	**	**	**	**	**	**	**	**	*4%*	*5%*	*4%*
Don't know	**11**	**	**	11	**	**	**	**	**	**	**	**	**	**	9	10	11
	23%	**	**	*23%*	**	**	**	**	**	**	**	**	**	**	*19%*	*24%*	*23%*
Answered	**37**	**	**	37	**	**	**	**	**	**	**	**	**	**	37	32	37
Mean	**15.81**	**	**	15.81 a	**	**	**	**	**	**	**	**	**	**	15.85	14.50	15.81

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	**54**	47	51	30	1	42	-	15	37	21	-	5	21	12	32	9
Weighted total	**48**	41	45	21	1	34	-	11	33	21	-	6	19	10	26	11
0-24%	**29**	**	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	*64%*	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	*8%*	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**2**	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	*%*	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**2**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	*4%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**11**	**	10	**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	*23%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**37**	**	35	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**15.81**	**	14.30	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	*a	*b
Unweighted total	**54**	12	5	37	26	28
Weighted total	**48**	14	4	31	25	22
0-24%	**29**	**	**	**	**	**
	62%	**	**	**	**	**
25-49%	**4**	**	**	**	**	**
	7%	**	**	**	**	**
50-74%	**2**	**	**	**	**	**
	4%	**	**	**	**	**
75-100%	**2**	**	**	**	**	**
	4%	**	**	**	**	**
Don't know	**11**	**	**	**	**	**
	23%	**	**	**	**	**
Answered	**37**	**	**	**	**	**
Mean	**15.81**	**	**	**	**	**

Columns Tested: a,b,c - a,b

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**54**	7	2	3	13	5	4	3	4	3	3	3	4
Weighted total	**48**	7	1	5	13	4	3	3	1	3	4	3	3
0-24%	**29**	**	**	**	**	**	**	**	**	**	**	**	**
	62%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**11**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**37**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**15.81**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Special Delivery Guaranteed by 9am (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**54**	12	22	10	10
Weighted total	**48**	13	20	6	10
0-24%	**29**	**	**	**	**
	62%	**	**	**	**
25-49%	**4**	**	**	**	**
	7%	**	**	**	**
50-74%	**2**	**	**	**	**
	4%	**	**	**	**
75-100%	**2**	**	**	**	**
	4%	**	**	**	**
Don't know	**11**	**	**	**	**
	23%	**	**	**	**
Answered	**37**	**	**	**	**
Mean	**15.81**	**	**	**	**

Columns Tested: a,b,c,d

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	f	*a	*b	*c	*d	*e
Unweighted total	**108**	72	21	10	5	-	36	24	26	5	4	6
Weighted total	**106**	101	2	1	*	-	4	32	31	6	1	3
0-24%	**71**	68	**	**	**	**	**	**	**	**	**	**
	67%	*67%*	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	4	**	**	**	**	**	**	**	**	**	**
	4%	*4%*	**	**	**	**	**	**	**	**	**	**
50-74%	**1**	1	**	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**	**
75-100%	**4**	4	**	**	**	**	**	**	**	**	**	**
	4%	*4%*	**	**	**	**	**	**	**	**	**	**
Don't know	**26**	25	**	**	**	**	**	**	**	**	**	**
	24%	*24%*	**	**	**	**	**	**	**	**	**	**
Answered	**80**	77	**	**	**	**	**	**	**	**	**	**
Mean	**12.59**	12.40	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**108**	11	8	13	1	4	11	7	7	5	67	9	11	21
Weighted total	**106**	12	13	17	2	6	16	8	8	8	89	5	4	8
0-24%	**71**	**	**	**	**	**	**	**	**	**	59	**	**	**
	67%	**	**	**	**	**	**	**	**	**	*66%*	**	**	**
25-49%	**4**	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
50-74%	**1**	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
75-100%	**4**	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Don't know	**26**	**	**	**	**	**	**	**	**	**	23	**	**	**
	24%	**	**	**	**	**	**	**	**	**	*25%*	**	**	**
Answered	**80**	**	**	**	**	**	**	**	**	**	66	**	**	**
Mean	**12.59**	**	**	**	**	**	**	**	**	**	12.48	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	108	9	8	12	2	5	13	5	7	5	66	10	11	21
Weighted total	106	10	13	17	2	6	20	6	8	8	89	5	4	8
0-24%	71	**	**	**	**	**	**	**	**	**	59	**	**	**
	67%	**	**	**	**	**	**	**	**	**	*66%*	**	**	**
25-49%	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
75-100%	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Don't know	26	**	**	**	**	**	**	**	**	**	23	**	**	**
	24%	**	**	**	**	**	**	**	**	**	*25%*	**	**	**
Answered	80	**	**	**	**	**	**	**	**	**	66	**	**	**
Mean	12.59	**	**	**	**	**	**	**	**	**	12.50	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	108	1	21	2	3	42	1	-	36	76	32	97	11	108	-
Weighted total	106	*	22	3	3	40	*	-	37	80	25	95	10	106	-
0-24%	71	**	**	**	**	**	**	**	**	51	**	63	**	71	**
	67%	**	**	**	**	**	**	**	**	*64%*	**	*67%*	**	*67%*	**
25-49%	4	**	**	**	**	**	**	**	**	4	**	4	**	4	**
	4%	**	**	**	**	**	**	**	**	*4%*	**	*4%*	**	*4%*	**
50-74%	1	**	**	**	**	**	**	**	**	*	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	*%*	**	*1%*	**	*1%*	**
75-100%	4	**	**	**	**	**	**	**	**	4	**	4	**	4	**
	4%	**	**	**	**	**	**	**	**	*5%*	**	*5%*	**	*4%*	**
						h									
Don't know	26	**	**	**	**	**	**	**	**	21	**	23	**	26	**
	24%	**	**	**	**	**	**	**	**	*27%*	**	*24%*	**	*24%*	**
Answered	80	**	**	**	**	**	**	**	**	59	**	73	**	80	**
Mean	12.59	**	**	**	**	**	**	**	**	12.74	**	13.09	**	12.59	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**108**	36	25	47	51	47	8	1	1	-	-	-	98	10	9	42	57
Weighted total	**106**	29	31	45	61	36	6	*	2	-	-	-	97	8	10	51	45
0-24%	**71**	**	**	**	46	**	**	**	**	**	**	**	62	**	**	**	25
	67%	**	**	**	*75%*	**	**	**	**	**	**	**	*64%*	**	**	**	*55%*
					b								b			c	
25-49%	**4**	**	**	**	2	**	**	**	**	**	**	**	4	**	**	**	2
	4%	**	**	**	*3%*	**	**	**	**	**	**	**	*4%*	**	**	**	*5%*
50-74%	**1**	**	**	**	*	**	**	**	**	**	**	**	1	**	**	**	1
	1%	**	**	**	*%*	**	**	**	**	**	**	**	*1%*	**	**	**	*2%*
75-100%	**4**	**	**	**	1	**	**	**	**	**	**	**	4	**	**	**	4
	4%	**	**	**	*1%*	**	**	**	**	**	**	**	*5%*	**	**	**	*8%*
Don't know	**26**	**	**	**	12	**	**	**	**	**	**	**	25	**	**	**	13
	24%	**	**	**	*20%*	**	**	**	**	**	**	**	*26%*	**	**	**	*30%*
Answered	**80**	**	**	**	49	**	**	**	**	**	**	**	72	**	**	**	31
Mean	**12.59**	**	**	**	10.08	**	**	**	**	**	**	**	13.66	**	**	**	16.48
						a											

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**108**	85	81	97	108	44	85	90	4	1	1	1	-	-	105	-	3	-	-	-	-	-
Weighted total	**106**	80	80	96	106	34	82	91	4	1	*	*	-	-	104	-	2	-	-	-	-	-
0-24%	**71**	54	58	68	71	**	51	65	**	**	**	**	**	**	69	**	**	**	**	**	**	**
	67%	*68%*	*73%*	*71%*	*67%*	**	*62%*	*72%*	**	**	**	**	**	**	*66%*	**	**	**	**	**	**	**
			e	e																		
25-49%	**4**	4	4	4	4	**	4	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	4%	*5%*	*5%*	*4%*	*4%*	**	*5%*	*5%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
50-74%	**1**	1	*	1	1	**	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	*1%*	*%*	*1%*	*1%*	**	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
75-100%	**4**	4	4	4	4	**	4	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	4%	*5%*	*5%*	*4%*	*4%*	**	*5%*	*5%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Don't know	**26**	17	13	18	26	**	22	16	**	**	**	**	**	**	26	**	**	**	**	**	**	**
	24%	*21%*	*16%*	*19%*	*24%*	**	*27%*	*18%*	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
						abc																
Answered	**80**	63	67	77	80	**	60	75	**	**	**	**	**	**	78	**	**	**	**	**	**	**
Mean	**12.59**	13.14	13.05	12.66	12.59	**	14.10	13.01	**	**	**	**	**	**	12.89	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		***a**	***b**	c	d	***e**	***a**	b	***c**	***d**	***e**	a	***b**	c	a	***b**
Unweighted total	**108**	10	22	33	32	-	23	34	22	27	2	74	3	30	90	18
Weighted total	**106**	14	26	36	19	-	24	39	20	21	2	75	2	28	92	13
0-24%	**71**	**	**	**	**	**	**	**	**	**	**	50	**	**	66	**
	67%	**	**	**	**	**	**	**	**	**	**	*67%*	**	**	*71%*	**
25-49%	**4**	**	**	**	**	**	**	**	**	**	**	4	**	**	4	**
	4%	**	**	**	**	**	**	**	**	**	**	*6%*	**	**	*4%*	**
50-74%	**1**	**	**	**	**	**	**	**	**	**	**	1	**	**	*	**
	1%	**	**	**	**	**	**	**	**	**	**	*1%*	**	**	**%*	**
75-100%	**4**	**	**	**	**	**	**	**	**	**	**	4	**	**	3	**
	4%	**	**	**	**	**	**	**	**	**	**	*6%*	**	**	*3%*	**
Don't know	**26**	**	**	**	**	**	**	**	**	**	**	16	**	**	20	**
	24%	**	**	**	**	**	**	**	**	**	**	*21%*	**	**	*22%*	**
Answered	**80**	**	**	**	**	**	**	**	**	**	**	59	**	**	72	**
Mean	**12.59**	**	**	**	**	**	**	**	**	**	**	14.34	**	**	10.99	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	***b**	a	***b**	a	b	a	b	c	***d**
Unweighted total	**108**	96	1	79	29	91	6	76	32	52	76	36	-
Weighted total	**106**	94	2	76	29	89	7	73	33	58	67	35	-
0-24%	**71**	68	**	59	**	65	**	58	**	41	43	**	**
	67%	*72%*	**	*78%*	**	*73%*	**	*79%* b	**	*71%*	*65%*	**	**
25-49%	**4**	4	**	2	**	4	**	2	**	4	2	**	**
	4%	*4%*	**	*2%*	**	*4%*	**	*2%*	**	*7%*	*4%*	**	**
50-74%	**1**	1	**	*	**	1	**	*	**	*	1	**	**
	1%	*1%*	**	**%*	**	*1%*	**	**%*	**	**%*	*1%*	**	**
75-100%	**4**	4	**	1	**	2	**	1	**	-	4	**	**
	4%	*5%*	**	*1%*	**	*3%*	**	*1%*	** a	*-%*	*6%*	**	**
Don't know	**26**	17	**	14	**	17	**	12	**	13	17	**	**
	24%	*18%*	**	*19%*	**	*19%*	**	*17%*	** a	*22%*	*25%*	**	**
Answered	**80**	77	**	62	**	72	**	60	**	45	50	**	**
Mean	**12.59**	12.66	**	8.99	**	11.00	**	8.52	**	9.07	13.15	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**108**	40	66	33	-	83	75	48	2	84	80	103	85	71	9
Weighted total	**106**	47	60	35	-	88	72	52	*	78	78	103	84	59	3
0-24%	**71**	**	41	**	**	58	45	**	**	54	58	70	59	40	**
	67%	**	*68%*	**	**	*66%*	*62%*	**	**	*70%*	*75%*	*68%*	*69%*	*68%*	**
25-49%	**4**	**	2	**	**	4	2	**	**	4	4	4	4	2	**
	4%	**	*4%*	**	**	*5%*	*2%*	**	**	*5%*	*5%*	*4%*	*5%*	*4%*	**
50-74%	**1**	**	*	**	**	1	*	**	**	1	*	*	1	*	**
	1%	**	*%*	**	**	*1%*	*%*	**	**	*1%*	*%*	*%*	*1%*	*%*	**
75-100%	**4**	**	4	**	**	4	1	**	**	4	4	4	4	4	**
	4%	**	*7%*	**	**	*4%*	*1%*	**	**	*5%*	*5%*	*4%*	*5%*	*7%*	**
Don't know	**26**	**	12	**	**	22	25	**	**	15	11	24	17	12	**
	24%	**	*21%*	**	**	*24%*	*34%*	**	**	*19%*	*14%*	*23%*	*20%*	*20%*	**
Answered	**80**	**	48	**	**	67	47	**	**	63	67	79	68	47	**
Mean	**12.59**	**	13.63	**	**	13.49	7.78	**	**	13.14	13.05	12.34	13.58	13.95	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**108**	78	59	108	35	35	80	77	6	3	6	4	101	92	102	100	108
Weighted total	**106**	79	50	106	45	42	73	69	6	1	8	4	100	87	102	95	106
0-24%	**71**	51	30	71	**	**	46	40	**	**	**	**	66	59	68	61	71
	67%	*64%*	*60%*	*67%*	**	**	*62%*	*59%*	**	**	**	**	*66%*	*68%*	*67%*	*64%*	*67%*
25-49%	**4**	1	1	4	**	**	2	2	**	**	**	**	4	2	4	4	4
	4%	*1%*	*1%*	*4%*	**	**	*3%*	*3%*	**	**	**	**	*4%*	*2%*	*3%*	*4%*	*4%*
50-74%	**1**	*	1	1	**	**	1	1	**	**	**	**	1	1	1	1	1
	1%	**%*	*1%*	*1%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
75-100%	**4**	4	1	4	**	**	4	4	**	**	**	**	4	4	4	4	4
	4%	*5%*	*1%*	*4%*	**	**	*6%*	*6%*	**	**	**	**	*4%*	*5%*	*4%*	*5%*	*4%*
Don't know	**26**	23	18	26	**	**	20	21	**	**	**	**	25	21	25	25	26
	24%	*29%*	*37%*	*24%*	**	**	*27%*	*31%*	**	**	**	**	*25%*	*25%*	*24%*	*26%*	*24%*
						c											
Answered	**80**	56	32	80	**	**	53	48	**	**	**	**	75	65	77	70	80
Mean	**12.59**	11.57	8.46	12.59	**	**	13.76	14.13	**	**	**	**	12.77	12.53	12.59	13.25	12.59

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**108**	82	105	56	1	87	6	23	83	47	1	11	40	23	62	22
Weighted total	**106**	82	103	61	2	82	6	23	80	40	2	16	29	24	62	20
0-24%	**71**	51	69	39	**	56	**	**	55	**	**	**	**	**	40	**
	67%	*63%*	*67%*	*65%*	**	*69%*	**	**	*69%*	**	**	**	**	**	*65%*	**
25-49%	**4**	2	4	2	**	4	**	**	4	**	**	**	**	**	2	**
	4%	*3%*	*4%*	*4%*	**	*5%*	**	**	*5%*	**	**	**	**	**	*3%*	**
50-74%	**1**	1	1	1	**	1	**	**	1	**	**	**	**	**	1	**
	1%	*1%*	*1%*	*1%*	**	*1%*	**	**	*1%*	**	**	**	**	**	*1%*	**
75-100%	**4**	4	4	3	**	3	**	**	4	**	**	**	**	**	4	**
	4%	*5%*	*4%*	*4%*	**	*3%*	**	**	*5%*	**	**	**	**	**	*7%*	**
Don't know	**26**	23	25	16	**	18	**	**	15	**	**	**	**	**	15	**
	24%	*28%*	*24%*	*26%*	**	*22%*	**	**	*19%*	**	**	**	**	**	*24%*	**
Answered	**80**	59	78	45	**	64	**	**	65	**	**	**	**	**	47	**
Mean	**12.59**	14.40	12.78	13.43	**	11.90	**	**	14.27	**	**	**	**	**	16.10	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**108**	31	11	66	64	44
Weighted total	**106**	32	13	60	60	46
0-24%	**71**	**	**	39	43	**
	67%	**	**	*65%*	*73%*	**
25-49%	**4**	**	**	2	4	**
	4%	**	**	*3%*	*7%*	**
50-74%	**1**	**	**	1	1	**
	1%	**	**	*1%*	*1%*	**
75-100%	**4**	**	**	4	1	**
	4%	**	**	*7%*	*1%*	**
Don't know	**26**	**	**	14	11	**
	24%	**	**	*23%*	*19%*	**
Answered	**80**	**	**	46	49	**
Mean	**12.59**	**	**	16.91	10.04	**

Columns Tested: a,b,c - a,b

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**108**	13	9	8	15	20	5	4	8	7	9	6	4
Weighted total	**106**	11	11	11	15	22	6	3	8	3	10	3	3
0-24%	**71**	**	**	**	**	**	**	**	**	**	**	**	**
	67%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**26**	**	**	**	**	**	**	**	**	**	**	**	**
	24%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**80**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**2.59**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Parcelforce Worldwide (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	*c	*d
Unweighted total	**108**	30	40	19	19
Weighted total	**106**	33	43	14	17
0-24%	**71**	**	**	**	**
	67%	**	**	**	**
25-49%	**4**	**	**	**	**
	4%	**	**	**	**
50-74%	**1**	**	**	**	**
	1%	**	**	**	**
75-100%	**4**	**	**	**	**
	4%	**	**	**	**
Don't know	**26**	**	**	**	**
	24%	**	**	**	**
Answered	**80**	**	**	**	**
Mean	**12.59**	**	**	**	**

Columns Tested: a,b,c,d

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	f	a	b	*c	*d	*e
Unweighted total	**173**	117	27	17	12	-	56	35	32	11	6	16
Weighted total	**180**	173	3	2	1	-	6	56	40	12	4	6
0-24%	**73**	70	**	**	**	**	3	**	**	**	**	**
	41%	*40%*	**	**	**	**	*53%*	**	**	**	**	**
25-49%	**16**	16	**	**	**	**	*	**	**	**	**	**
	9%	*9%*	**	**	**	**	*8%*	**	**	**	**	**
50-74%	**10**	9	**	**	**	**	1	**	**	**	**	**
	6%	*5%*	**	**	**	**	*12%*	**	**	**	**	**
75-100%	**41**	40	**	**	**	**	*	**	**	**	**	**
	23%	*23%*	**	**	**	**	*2%*	**	**	**	**	**
		f						b				
Don't know	**39**	38	**	**	**	**	2	**	**	**	**	**
	22%	*22%*	**	**	**	**	*26%*	**	**	**	**	**
Answered	**140**	135	**	**	**	**	5	**	**	**	**	**
Mean	**40.23**	41.01	**	**	**	**	17.82	**	**	**	**	**
		f										

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**173**	13	10	24	3	9	21	13	9	11	113	13	25	22
Weighted total	**180**	17	19	31	4	10	26	19	13	16	156	5	9	10
0-24%	**73**	**	**	**	**	**	**	**	**	**	61	**	**	**
	41%	**	**	**	**	**	**	**	**	**	*39%*	**	**	**
25-49%	**16**	**	**	**	**	**	**	**	**	**	14	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
50-74%	**10**	**	**	**	**	**	**	**	**	**	9	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
75-100%	**41**	**	**	**	**	**	**	**	**	**	38	**	**	**
	23%	**	**	**	**	**	**	**	**	**	*25%*	**	**	**
Don't know	**39**	**	**	**	**	**	**	**	**	**	34	**	**	**
	22%	**	**	**	**	**	**	**	**	**	*22%*	**	**	**
Answered	**140**	**	**	**	**	**	**	**	**	**	122	**	**	**
Mean	**40.23**	**	**	**	**	**	**	**	**	**	42.66	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**173**	14	8	21	4	9	26	10	10	11	113	13	25	22
Weighted total	**180**	19	15	25	6	8	39	14	13	16	156	5	9	10
0-24%	**73**	**	**	**	**	**	**	**	**	**	61	**	**	**
	41%	**	**	**	**	**	**	**	**	**	*39%*	**	**	**
25-49%	**16**	**	**	**	**	**	**	**	**	**	14	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
50-74%	**10**	**	**	**	**	**	**	**	**	**	9	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
75-100%	**41**	**	**	**	**	**	**	**	**	**	38	**	**	**
	23%	**	**	**	**	**	**	**	**	**	*25%*	**	**	**
Don't know	**39**	**	**	**	**	**	**	**	**	**	34	**	**	**
	22%	**	**	**	**	**	**	**	**	**	*22%*	**	**	**
Answered	**140**	**	**	**	**	**	**	**	**	**	122	**	**	**
Mean	**40.23**	**	**	**	**	**	**	**	**	**	42.66	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	173	4	25	9	12	59	4	6	52	124	49	153	20	170	3
Weighted total	180	3	24	6	8	74	1	5	58	133	47	158	22	178	2
0-24%	73	**	**	**	**	35	**	**	22	49	**	64	**	73	**
	41%	**	**	**	**	*47%*	**	**	*38%*	*37%*	**	*40%*	**	*41%*	**
25-49%	16	**	**	**	**	3	**	**	8	10	**	12	**	16	**
	9%	**	**	**	**	*4%*	**	**	*13%*	*7%*	**	*7%*	**	*9%*	**
50-74%	10	**	**	**	**	2	**	**	2	9	**	10	**	10	**
	6%	**	**	**	**	*3%*	**	**	*4%*	*7%*	**	*6%*	**	*6%*	**
75-100%	41	**	**	**	**	16	**	**	12	32	**	38	**	40	**
	23%	**	**	**	**	*21%*	**	**	*20%*	*24%*	**	*24%*	**	*22%*	**
Don't know	39	**	**	**	**	19	**	**	14	33	**	34	**	39	**
	22%	**	**	**	**	*26%*	**	**	*25%*	*25%*	**	*22%*	**	*22%*	**
Answered	140	**	**	**	**	55	**	**	44	100	**	124	**	139	**
Mean	40.23	**	**	**	**	35.48	**	**	39.60	43.10	**	42.23	**	40.16	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**173**	65	31	76	100	63	9	-	1	-	-	-	163	10	9	91	73
Weighted total	**180**	61	40	78	114	54	9	-	2	-	-	-	169	11	12	102	65
0-24%	**73**	25	**	32	48	17	**	**	**	**	**	**	66	**	**	45	25
	41%	*40%*	**	*41%*	*42%*	*32%*	**	**	**	**	**	**	*39%*	**	**	*44%*	*38%*
25-49%	**16**	7	**	5	15	1	**	**	**	**	**	**	16	**	**	12	1
	9%	*11%*	**	*6%*	*13%*	*2%*	**	**	**	**	**	**	*10%*	**	**	*12%*	*2%*
					b											c	
50-74%	**10**	1	**	5	3	6	**	**	**	**	**	**	9	**	**	1	7
	6%	*1%*	**	*6%*	*3%*	*12%*	**	**	**	**	**	**	*6%*	**	**	*1%*	*10%*
			a			a											b
75-100%	**41**	18	**	17	24	14	**	**	**	**	**	**	38	**	**	22	16
	23%	*29%*	**	*22%*	*21%*	*26%*	**	**	**	**	**	**	*23%*	**	**	*22%*	*25%*
Don't know	**39**	11	**	19	24	15	**	**	**	**	**	**	39	**	**	21	16
	22%	*18%*	**	*24%*	*21%*	*28%*	**	**	**	**	**	**	*23%*	**	**	*21%*	*24%*
Answered	**140**	50	**	59	91	39	**	**	**	**	**	**	130	**	**	81	50
Mean	**40.23**	45.05	**	39.58	37.14	51.20	**	**	**	**	**	**	41.38	**	**	35.93	45.90

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**173**	126	120	142	173	66	129	122	9	4	5	-	2	-	164	5	3	1	-	-	-	-
Weighted total	**180**	121	117	140	180	53	128	122	7	4	5	-	2	-	170	3	5	1	-	-	-	-
0-24%	**73**	54	51	61	73	23	56	51	**	**	**	**	**	**	69	**	**	**	**	**	**	**
	41%	*45%*	*43%*	*43%*	*41%*	*43%*	*44%*	*42%*	**	**	**	**	**	**	*41%*	**	**	**	**	**	**	**
25-49%	**16**	14	9	14	16	3	12	14	**	**	**	**	**	**	14	**	**	**	**	**	**	**
	9%	*12%*	*8%*	*10%*	*9%*	*6%*	*9%*	*11%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
50-74%	**10**	7	7	7	10	4	7	7	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	6%	*6%*	*6%*	*5%*	*6%*	*8%*	*6%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
75-100%	**41**	18	22	24	41	6	24	22	**	**	**	**	**	**	41	**	**	**	**	**	**	**
	23%	*15%*	*19%*	*17%*	*23%*	*12%*	*19%*	*18%*	**	**	**	**	**	**	*24%*	**	**	**	**	**	**	**
Don't know	**39**	28	28	34	39	16	29	28	**	**	**	**	**	**	37	**	**	**	**	**	**	**
	22%	*23%*	*24%*	*24%*	*22%*	*31%*	*22%*	*23%*	**	**	**	**	**	**	*21%*	**	**	**	**	**	**	**
Answered	**140**	93	89	106	140	37	100	94	**	**	**	**	**	**	134	**	**	**	**	**	**	**
Mean	**40.23**	32.19	35.96	34.64	40.23	31.32	36.07	35.78	**	**	**	**	**	**	41.54	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 59 (continuation)

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	*b
Unweighted total	173	18	37	45	41	1	55	43	44	30	1	98	9	65	146	27
Weighted total	180	25	49	42	23	2	59	48	39	32	2	111	8	59	145	35
0-24%	73	**	**	**	**	**	31	**	**	**	**	45	**	26	64	**
	41%	**	**	**	**	**	*52%*	**	**	**	**	*41%*	**	*44%*	*44%*	**
					b		d									
25-49%	16	**	**	**	**	**	8	**	**	**	**	11	**	5	14	**
	9%	**	**	**	**	**	*14%*	**	**	**	**	*10%*	**	*8%*	*9%*	**
							c	c								
50-74%	10	**	**	**	**	**	4	**	**	**	**	5	**	5	6	**
	6%	**	**	**	**	**	*7%*	**	**	**	**	*4%*	**	*9%*	*4%*	**
					bc											
75-100%	41	**	**	**	**	**	10	**	**	**	**	25	**	9	31	**
	23%	**	**	**	**	**	*17%*	**	**	**	**	*23%*	**	*16%*	*21%*	**
			d	d												
Don't know	39	**	**	**	**	**	6	**	**	**	**	25	**	13	30	**
	22%	**	**	**	**	**	*10%*	**	**	**	**	*22%*	**	*22%*	*21%*	**
								a	a	a						
Answered	140	**	**	**	**	**	53	**	**	**	**	87	**	46	115	**
Mean	40.23	**	**	**	**	**	34.96	**	**	**	**	39.67	**	36.63	38.82	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**173**	137	5	137	36	133	9	131	42	80	111	32	-
Weighted total	**180**	131	10	137	43	130	11	130	49	73	108	25	-
0-24%	**73**	59	**	61	**	59	**	59	**	30	51	**	**
	41%	*45%*	**	*45%*	**	*45%*	**	*45%*	**	*41%*	*48%*	**	**
25-49%	**16**	12	**	12	**	11	**	10	**	10	10	**	**
	9%	*9%*	**	*9%*	**	*9%*	**	*7%*	**	*13%*	*9%*	**	**
50-74%	**10**	5	**	8	**	5	**	6	**	4	5	**	**
	6%	*4%*	**	*6%*	**	*4%*	**	*5%*	**	*6%*	*4%*	**	**
75-100%	**41**	24	**	29	**	24	**	29	**	12	14	**	**
	23%	*19%*	**	*22%*	**	*19%*	**	*23%*	**	*16%*	*13%*	**	**
Don't know	**39**	31	**	26	**	31	**	26	**	18	28	**	**
	22%	*23%*	**	*19%*	**	*24%*	**	*20%*	**	*24%*	*26%*	**	**
Answered	**140**	100	**	110	**	99	**	104	**	56	79	**	**
Mean	**40.23**	35.01	**	39.18	**	35.14	**	39.85	**	35.30	28.33	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	***c**	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**173**	73	98	27	-	168	95	41	1	121	116	160	122	89	8
Weighted total	**180**	68	93	28	-	177	93	48	*	112	109	160	114	82	5
0-24%	**73**	24	44	**	**	73	49	**	**	52	49	67	50	48	**
	41%	*35%*	*47%*	**	**	*41%*	*53%*	**	**	*47%*	*45%*	*42%*	*44%*	*58%* a	**
25-49%	**16**	7	5	**	**	16	5	**	**	12	9	12	11	7	**
	9%	*11%*	*6%*	**	**	*9%*	*6%*	**	**	*11%*	*8%*	*8%*	*10%*	*8%*	**
50-74%	**10**	5	5	**	**	10	4	**	**	5	5	8	5	*	**
	6%	*7%*	*5%*	**	**	*6%*	*5%*	**	**	*4%*	*4%*	*5%*	*4%*	*1%*	**
75-100%	**41**	12	14	**	**	41	4	**	**	18	22	37	19	8	**
	23%	*18%*	*15%*	**	**	*23%* **bc**	*4%*	**	**	*16%*	*20%*	*23%*	*17%*	*10%*	**
Don't know	**39**	20	25	**	**	37	30	**	**	25	24	36	29	19	**
	22%	*29%*	*27%*	**	**	*21%*	*32%* a	**	**	*22%*	*22%*	*22%*	*25%*	*24%*	**
Answered	**140**	48	68	**	**	140	63	**	**	87	85	124	85	62	**
Mean	**40.23**	39.66	29.69	**	**	40.28 **bc**	18.66	**	**	32.44	36.22	40.60	35.23 b	21.74	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**173**	115	74	173	34	28	117	94	10	6	4	3	167	152	167	162	169
Weighted total	**180**	105	67	180	39	32	106	92	10	3	4	4	177	154	177	169	177
0-24%	**73**	58	36	73	**	**	52	54	**	**	**	**	71	59	71	66	71
	41%	*55%*	*54%*	*41%*	**	**	*49%*	*59%*	**	**	**	**	*40%*	*38%*	*40%*	*39%*	*40%*
		c															
25-49%	**16**	6	3	16	**	**	8	3	**	**	**	**	16	14	16	14	16
	9%	*6%*	*4%*	*9%*	**	**	*7%*	*3%*	**	**	**	**	*9%*	*9%*	*9%*	*8%*	*9%*
50-74%	**10**	5	2	10	**	**	2	*	**	**	**	**	10	10	10	10	10
	6%	*4%*	*3%*	*6%*	**	**	*2%*	*%*	**	**	**	**	*6%*	*6%*	*6%*	*6%*	*6%*
75-100%	**41**	2	-	41	**	**	14	8	**	**	**	**	41	39	41	41	41
	23%	*2%*	*-%*	*23%*	**	**	*13%*	*9%*	**	**	**	**	*23%*	*25%*	*23%*	*24%*	*23%*
				abd													
Don't know	**39**	34	25	39	**	**	30	26	**	**	**	**	39	33	39	39	39
	22%	*33%*	*38%*	*22%*	**	**	*28%*	*29%*	**	**	**	**	*22%*	*21%*	*22%*	*23%*	*22%*
		c	c		c												
Answered	**140**	71	42	140	**	**	76	65	**	**	**	**	138	121	138	130	138
Mean	**40.23**	15.49	12.19	40.23	**	**	28.18	19.10	**	**	**	**	40.88	43.66	40.88	42.19	40.56
				ab													

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	**173**	132	165	66	-	135	3	38	128	51	2	20	41	46	97	30
Weighted total	**180**	140	175	72	-	133	6	36	130	53	2	27	36	53	98	29
0-24%	**73**	51	71	31	**	54	**	**	54	18	**	**	**	**	35	**
	41%	*36%*	*41%*	*43%*	**	*41%*	**	**	*42%*	*35%*	**	**	**	**	*36%*	**
25-49%	**16**	14	16	7	**	12	**	**	14	9	**	**	**	**	9	**
	9%	*10%*	*9%*	*10%*	**	*9%*	**	**	*11%*	*17%*	**	**	**	**	*10%*	**
														c		
50-74%	**10**	7	9	3	**	8	**	**	5	5	**	**	**	**	5	**
	6%	*5%*	*5%*	*4%*	**	*6%*	**	**	*4%*	*9%*	**	**	**	**	*6%*	**
75-100%	**41**	28	39	9	**	32	**	**	31	8	**	**	**	**	23	**
	23%	*20%*	*22%*	*12%*	**	*24%*	**	**	*24%*	*15%*	**	**	**	**	*23%*	**
Don't know	**39**	39	39	22	**	27	**	**	26	13	**	**	**	**	24	**
	22%	*28%*	*22%*	*31%*	**	*20%*	**	**	*20%*	*25%*	**	**	**	**	*25%*	**
Answered	**140**	101	136	50	**	106	**	**	104	40	**	**	**	**	73	**
Mean	**40.23**	39.88	39.75	27.51	**	41.43	**	**	40.39	32.53	**	**	**	**	43.48	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**173**	40	25	107	100	73
Weighted total	**180**	50	30	100	96	83
0-24%	**73**	**	**	51	40	33
	41%	**	**	*51%*	*42%*	*40%*
				a		
25-49%	**16**	**	**	11	12	4
	9%	**	**	*11%*	*12%*	*5%*
50-74%	**10**	**	**	3	8	2
	6%	**	**	*3%*	*8%*	*3%*
75-100%	**41**	**	**	19	18	23
	23%	**	**	*20%*	*18%*	*28%*
Don't know	**39**	**	**	15	19	21
	22%	**	**	*15%*	*20%*	*25%*
		c				
Answered	**140**	**	**	85	77	63
Mean	**40.23**	**	**	34.12	37.43	43.68

Columns Tested: a,b,c - a,b

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**173**	20	8	12	23	19	12	11	16	15	16	10	11
Weighted total	**180**	21	9	14	20	25	13	9	18	15	16	5	15
0-24%	**73**	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**16**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**10**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**41**	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**39**	**	**	**	**	**	**	**	**	**	**	**	**
	22%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**140**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**40.23**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Royal Mail tracked 24 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**173**	40	54	42	37
Weighted total	**180**	44	57	42	37
0-24%	**73**	**	20	**	**
	41%	**	*35%*	**	**
		bcd			
25-49%	**16**	**	4	**	**
	9%	**	*8%*	**	**
50-74%	**10**	**	2	**	**
	6%	**	*4%*	**	**
75-100%	**41**	**	19	**	**
	23%	**	*33%*	**	**
			a	a	**ac**
Don't know	**39**	**	12	**	**
	22%	**	*20%*	**	**
Answered	**140**	**	46	**	**
Mean	**40.23**	**	49.80	**	**
			a	a	

Columns Tested: a,b,c,d

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	f	*a	*b	*c	*d	*e
Unweighted total	**133**	87	23	14	9	-	46	29	25	4	5	10
Weighted total	**123**	117	3	2	1	-	5	44	26	4	2	4
0-24%	**56**	53	**	**	**	**	**	**	**	**	**	**
	45%	*45%*	**	**	**	**	**	**	**	**	**	**
25-49%	**11**	11	**	**	**	**	**	**	**	**	**	**
	9%	*10%*	**	**	**	**	**	**	**	**	**	**
50-74%	**8**	7	**	**	**	**	**	**	**	**	**	**
	6%	*6%*	**	**	**	**	**	**	**	**	**	**
75-100%	**17**	17	**	**	**	**	**	**	**	**	**	**
	14%	*14%*	**	**	**	**	**	**	**	**	**	**
Don't know	**31**	29	**	**	**	**	**	**	**	**	**	**
	25%	*25%*	**	**	**	**	**	**	**	**	**	**
Answered	**92**	88	**	**	**	**	**	**	**	**	**	**
Mean	**29.82**	30.00	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	133	8	7	22	2	6	11	8	8	6	78	14	19	22
Weighted total	123	9	12	27	4	7	14	10	10	8	100	5	7	10
0-24%	56	**	**	**	**	**	**	**	**	**	43	**	**	**
	45%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
25-49%	11	**	**	**	**	**	**	**	**	**	8	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
50-74%	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
75-100%	17	**	**	**	**	**	**	**	**	**	16	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*16%*	**	**	**
Don't know	31	**	**	**	**	**	**	**	**	**	26	**	**	**
	25%	**	**	**	**	**	**	**	**	**	*26%*	**	**	**
Answered	92	**	**	**	**	**	**	**	**	**	74	**	**	**
Mean	29.82	**	**	**	**	**	**	**	**	**	32.27	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	133	8	7	23	1	7	11	6	8	7	78	14	19	22
Weighted total	123	9	12	29	2	7	17	6	8	10	100	5	7	10
0-24%	56	**	**	**	**	**	**	**	**	**	43	**	**	**
	45%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
25-49%	11	**	**	**	**	**	**	**	**	**	8	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
50-74%	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
75-100%	17	**	**	**	**	**	**	**	**	**	16	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*16%*	**	**	**
Don't know	31	**	**	**	**	**	**	**	**	**	26	**	**	**
	25%	**	**	**	**	**	**	**	**	**	*26%*	**	**	**
Answered	92	**	**	**	**	**	**	**	**	**	74	**	**	**
Mean	29.82	**	**	**	**	**	**	**	**	**	32.27	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	133	2	17	6	10	45	3	3	46	96	37	122	11	129	4
Weighted total	123	1	15	1	8	48	2	1	46	96	26	107	16	119	4
0-24%	56	**	**	**	**	**	**	**	**	43	**	49	**	52	**
	45%	**	**	**	**	**	**	**	**	*44%*	**	*46%*	**	*44%*	**
25-49%	11	**	**	**	**	**	**	**	**	6	**	9	**	11	**
	9%	**	**	**	**	**	**	**	**	*7%*	**	*9%*	**	*10%*	**
									e		a				
50-74%	8	**	**	**	**	**	**	**	**	7	**	5	**	8	**
	6%	**	**	**	**	**	**	**	**	*7%*	**	*5%*	**	*6%*	**
75-100%	17	**	**	**	**	**	**	**	**	17	**	16	**	17	**
	14%	**	**	**	**	**	**	**	**	*17%*	**	*15%*	**	*15%*	**
										b					
Don't know	31	**	**	**	**	**	**	**	**	24	**	28	**	30	**
	25%	**	**	**	**	**	**	**	**	*24%*	**	*26%*	**	*25%*	**
Answered	92	**	**	**	**	**	**	**	**	73	**	79	**	89	**
Mean	29.82	**	**	**	**	**	**	**	**	33.05	**	29.94	**	30.75	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**133**	59	23	51	79	47	6	-	1	-	-	-	126	7	11	68	54
Weighted total	**123**	52	25	46	89	27	5	-	2	-	-	-	116	7	13	76	34
0-24%	**56**	21	**	24	37	**	**	**	**	**	**	**	50	**	**	35	19
	45%	*40%*	**	*53%*	*41%*	**	**	**	**	**	**	**	*43%*	**	**	*47%*	*56%*
25-49%	**11**	5	**	4	10	**	**	**	**	**	**	**	11	**	**	9	2
	9%	*10%*	**	*8%*	*11%*	**	**	**	**	**	**	**	*10%*	**	**	*11%*	*5%*
50-74%	**8**	1	**	3	7	**	**	**	**	**	**	**	8	**	**	7	1
	6%	*1%*	**	*6%*	*8%*	**	**	**	**	**	**	**	*7%*	**	**	*9%*	*2%*
75-100%	**17**	14	**	3	17	**	**	**	**	**	**	**	17	**	**	11	1
	14%	*28%*	**	*6%*	*19%*	**	**	**	**	**	**	**	*14%*	**	**	*14%*	*2%*
		c			b								b			c	
Don't know	**31**	11	**	12	19	**	**	**	**	**	**	**	30	**	**	14	12
	25%	*21%*	**	*27%*	*21%*	**	**	**	**	**	**	**	*26%*	**	**	*18%*	*35%*
						ai											b
Answered	**92**	41	**	33	70	**	**	**	**	**	**	**	86	**	**	62	22
Mean	**29.82**	42.33	**	19.10	35.70	**	**	**	**	**	**	**	31.07	**	**	30.59	11.05
		c			b								b			c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**133**	94	95	111	133	50	94	95	8	3	3	1	1	-	128	1	3	1	-	-	-	-
Weighted total	**123**	79	81	95	123	32	79	80	7	3	2	2	*	-	116	*	5	1	-	-	-	-
0-24%	**56**	37	38	45	56	**	38	36	**	**	**	**	**	**	52	**	**	**	**	**	**	**
	45%	*47%*	*47%*	*48%*	*45%*	**	*48%*	*45%*	**	**	**	**	**	**	*45%*	**	**	**	**	**	**	**
25-49%	**11**	9	9	9	11	**	8	8	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	9%	*11%*	*11%*	*10%*	*9%*	**	*11%*	*10%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
50-74%	**8**	7	7	7	8	**	5	5	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	6%	*9%*	*9%*	*7%*	*6%*	**	*7%*	*6%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
75-100%	**17**	7	10	10	17	**	10	7	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	14%	*9%*	*12%*	*10%*	*14%*	**	*12%*	*9%*	**	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
Don't know	**31**	20	18	24	31	**	18	23	**	**	**	**	**	**	30	**	**	**	**	**	**	**
	25%	*25%*	*22%*	*25%*	*25%*	**	*23%*	*29%*	**	**	**	**	**	**	*26%*	**	**	**	**	**	**	**
Answered	**92**	59	63	71	92	**	61	57	**	**	**	**	**	**	86	**	**	**	**	**	**	**
Mean	**29.82**	24.43	27.81	25.49	29.82	**	28.20	25.01	**	**	**	**	**	**	30.93	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 60 (continuation)

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	b	c	*d	*e	a	*b	c	a	*b
Unweighted total	133	17	27	37	30	-	43	35	35	20	-	80	7	45	115	18
Weighted total	123	19	33	30	13	-	44	36	30	13	-	84	7	30	101	22
0-24%	56	**	**	**	**	**	**	**	**	**	**	36	**	**	44	**
	45%	**	**	**	**	**	**	**	**	**	**	*43%*	**	**	*43%*	**
					c				b							
25-49%	11	**	**	**	**	**	**	**	**	**	**	10	**	**	11	**
	9%	**	**	**	**	**	**	**	**	**	**	*12%*	**	**	*11%*	**
50-74%	8	**	**	**	**	**	**	**	**	**	**	5	**	**	8	**
	6%	**	**	**	**	**	**	**	**	**	**	*5%*	**	**	*8%*	**
								ac								
75-100%	17	**	**	**	**	**	**	**	**	**	**	13	**	**	16	**
	14%	**	**	**	**	**	**	**	**	**	**	*16%*	**	**	*16%*	**
							bc									
Don't know	31	**	**	**	**	**	**	**	**	**	**	20	**	**	23	**
	25%	**	**	**	**	**	**	**	**	**	**	*24%*	**	**	*23%*	**
Answered	92	**	**	**	**	**	**	**	**	**	**	63	**	**	78	**
Mean	29.82	**	**	**	**	**	**	**	**	**	**	30.72	**	**	31.63	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	a	b	*c	*d
Unweighted total	**133**	109	2	108	25	107	4	103	30	63	80	26	-
Weighted total	**123**	91	4	93	30	90	5	91	32	53	67	21	-
0-24%	**56**	43	**	43	**	42	**	43	**	23	34	**	**
	45%	*48%*	**	*46%*	**	*47%*	**	*47%*	**	*44%*	*51%*	**	**
25-49%	**11**	9	**	9	**	9	**	7	**	8	4	**	**
	9%	*10%*	**	*10%*	**	*10%*	**	*8%*	**	*15%*	*6%*	**	**
50-74%	**8**	7	**	8	**	7	**	8	**	4	5	**	**
	6%	*8%*	**	*8%*	**	*8%*	**	*8%*	**	*8%*	*7%*	**	**
75-100%	**17**	10	**	17	**	10	**	16	**	2	4	**	**
	14%	*11%*	**	*19%*	**	*11%*	**	*17%*	**	*5%*	*6%*	**	**
Don't know	**31**	22	**	16	**	22	**	18	**	15	19	**	**
	25%	*24%*	**	*17%*	**	*24%*	**	*20%*	**	*29%*	*29%*	**	**
									a				
Answered	**92**	69	**	77	**	68	**	73	**	38	48	**	**
Mean	**29.82**	26.13	**	33.43	**	26.49	**	31.69	**	21.41	20.25	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	133	64	76	25	-	126	75	38	1	92	93	124	93	74	11
Weighted total	123	55	62	25	-	119	68	41	*	75	77	111	75	56	7
0-24%	56	24	33	**	**	53	37	**	**	35	36	48	32	26	**
	45%	*44%*	*53%*	**	**	*44%*	*54%*	**	**	*47%*	*47%*	*43%*	*42%*	*47%*	**
								a							
25-49%	11	8	4	**	**	11	1	**	**	9	9	11	8	7	**
	9%	*14%*	*6%*	**	**	*9%*	*2%*	**	**	*12%*	*11%*	*10%*	*10%*	*12%*	**
50-74%	8	2	5	**	**	8	2	**	**	7	7	6	7	3	**
	6%	*4%*	*8%*	**	**	*6%*	*3%*	**	**	*9%*	*9%*	*5%*	*9%*	*5%*	**
75-100%	17	7	4	**	**	17	2	**	**	7	10	17	9	5	**
	14%	*12%*	*6%*	**	**	*15%*	*3%*	**	**	*9%*	*13%*	*16%*	*12%*	*9%*	**
						bc									
Don't know	31	14	17	**	**	30	25	**	**	18	16	29	20	15	**
	25%	*25%*	*28%*	**	**	*25%*	*37%*	**	**	*24%*	*20%*	*26%*	*26%*	*27%*	**
Answered	92	41	45	**	**	89	43	**	**	58	61	82	55	41	**
Mean	29.82	28.28	18.84	**	**	30.44	14.41	**	**	25.17	28.61	31.73	29.09	23.50	**
						bc									

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**133**	87	69	133	28	25	93	79	9	6	5	4	128	112	128	122	129
Weighted total	**123**	76	65	123	32	28	77	68	7	6	4	5	120	93	120	111	118
0-24%	**56**	42	34	56	**	**	40	38	**	**	**	**	53	37	53	47	53
	45%	*55%*	*52%*	*45%*	**	**	*51%*	*56%*	**	**	**	**	*44%*	*39%*	*44%*	*43%*	*45%*
25-49%	**11**	3	4	11	**	**	4	4	**	**	**	**	11	9	11	10	11
	9%	*5%*	*6%*	*9%*	**	**	*5%*	*5%*	**	**	**	**	*10%*	*10%*	*10%*	*9%*	*10%*
50-74%	**8**	5	2	8	**	**	5	3	**	**	**	**	8	8	8	8	8
	6%	*6%*	*3%*	*6%*	**	**	*6%*	*4%*	**	**	**	**	*6%*	*8%*	*6%*	*7%*	*6%*
75-100%	**17**	-	1	17	**	**	7	5	**	**	**	**	17	16	17	17	17
	14%	*-%*	*1%*	*14%*	**	**	*9%*	*7%*	**	**	**	**	*15%*	*17%*	*15%*	*16%*	*15%*
				ab													
Don't know	**31**	26	24	31	**	**	22	19	**	**	**	**	30	24	30	28	28
	25%	*34%*	*37%*	*25%*	**	**	*29%*	*28%*	**	**	**	**	*25%*	*26%*	*25%*	*26%*	*24%*
Answered	**92**	50	41	92	**	**	55	49	**	**	**	**	89	69	89	82	90
Mean	**29.82**	12.49	12.56	29.82	**	**	22.12	18.89	**	**	**	**	30.61	35.08	30.61	32.35	30.07
				ab													

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	a	*b	*a	b	a	b	*c
Unweighted total	**133**	103	129	57	-	111	1	27	103	39	1	13	34	33	79	21
Weighted total	**123**	93	118	57	-	96	2	21	95	34	*	14	28	33	70	19
0-24%	**56**	36	55	24	**	42	**	**	37	**	**	**	**	**	27	**
	45%	*38%*	*47%*	*42%*	**	*44%*	**	**	*39%*	**	**	**	**	**	*38%*	**
25-49%	**11**	8	11	7	**	11	**	**	11	**	**	**	**	**	7	**
	9%	*9%*	*10%*	*12%*	**	*11%*	**	**	*12%*	**	**	**	**	**	*10%*	**
50-74%	**8**	8	8	5	**	6	**	**	7	**	**	**	**	**	4	**
	6%	*8%*	*6%*	*8%*	**	*6%*	**	**	*8%*	**	**	**	**	**	*5%*	**
75-100%	**17**	11	15	2	**	16	**	**	17	**	**	**	**	**	12	**
	14%	*12%*	*13%*	*3%*	**	*17%*	**	**	*18%*	**	**	**	**	**	*17%*	**
			c													
Don't know	**31**	30	28	20	**	21	**	**	23	**	**	**	**	**	20	**
	25%	*33%*	*24%*	*35%*	**	*22%*	**	**	*24%*	**	**	**	**	**	*29%*	**
Answered	**92**	63	90	37	**	75	**	**	73	**	**	**	**	**	49	**
Mean	**29.82**	30.85	28.25	20.30	**	32.89	**	**	35.79	**	**	**	**	**	35.31	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**133**	30	14	89	74	59
Weighted total	**123**	36	13	74	64	59
0-24%	**56**	**	**	38	28	27
	45%	**	**	*51%*	*45%*	*46%*
25-49%	**11**	**	**	9	6	6
	9%	**	**	*12%*	*9%*	*10%*
50-74%	**8**	**	**	3	3	5
	6%	**	**	*4%*	*4%*	*8%*
75-100%	**17**	**	**	8	13	5
	14%	**	**	*11%*	*20%*	*8%*
					b	
Don't know	**31**	**	**	16	14	17
	25%	**	**	*22%*	*22%*	*28%*
Answered	**92**	**	**	58	50	42
Mean	**29.82**	**	**	26.03	34.63	24.20

Columns Tested: a,b,c - a,b

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**133**	11	10	8	15	21	10	8	12	9	11	12	6
Weighted total	**123**	10	13	7	12	23	6	4	12	8	9	12	6
0-24%	**56**	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**11**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**8**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**17**	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**31**	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**92**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**29.82**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Royal Mail tracked 48 hours (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	b	*c	*d
Unweighted total	**133**	29	46	29	29
Weighted total	**123**	31	41	23	27
0-24%	**56**	**	**	**	**
	45%	**	**	**	**
25-49%	**11**	**	**	**	**
	9%	**	**	**	**
50-74%	**8**	**	**	**	**
	6%	**	**	**	**
75-100%	**17**	**	**	**	**
	14%	**	**	**	**
Don't know	**31**	**	**	**	**
	25%	**	**	**	**
Answered	**92**	**	**	**	**
Mean	**29.82**	**	**	**	**

Columns Tested: a,b,c,d

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**61**	39	17	3	2	-	22	15	14	1	1	6
Weighted total	**65**	63	2	*	*	-	2	24	21	2	*	2
0-24%	**44**	**	**	**	**	**	**	**	**	**	**	**
	67%	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**
Don't know	**20**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**
Answered	**46**	**	**	**	**	**	**	**	**	**	**	**
Mean	**5.29**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	61	6	6	9	-	6	7	5	2	2	43	3	7	8
Weighted total	65	11	11	12	-	8	8	5	4	*	59	1	3	3
0-24%	44	**	**	**	**	**	**	**	**	**	**	**	**	**
	67%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	20	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	46	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	5.29	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	61	6	5	10	1	7	8	2	2	2	43	3	7	8
Weighted total	65	11	10	12	*	8	12	2	4	*	59	1	3	3
0-24%	44	**	**	**	**	**	**	**	**	**	**	**	**	**
	67%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	20	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	46	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	5.29	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	61	-	14	1	1	26	-	1	17	55	6	57	4	59	2
Weighted total	65	-	13	*	2	31	-	*	19	60	6	59	6	61	4
0-24%	44	**	**	**	**	**	**	**	**	42	**	41	**	41	**
	67%	**	**	**	**	**	**	**	**	*70%*	**	*69%*	**	*68%*	**
25-49%	2	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	*3%*	**	*3%*	**	*3%*	**
50-74%	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	**%*	**	**	**	**	**	**	**	**	**%*	**	**%*	**	**%*	**
75-100%	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	**%*	**	**	**	**	**	**	**	**	**%*	**	**%*	**	**%*	**
Don't know	20	**	**	**	**	**	**	**	**	16	**	17	**	18	**
	30%	**	**	**	**	**	**	**	**	*27%*	**	*28%*	**	*29%*	**
Answered	46	**	**	**	**	**	**	**	**	44	**	43	**	44	**
Mean	5.29	**	**	**	**	**	**	**	**	5.43	**	5.55	**	5.50	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**61**	15	13	32	24	27	9	1	-	-	-	-	51	10	1	23	37
Weighted total	**65**	12	17	34	30	23	13	*	-	-	-	-	53	13	2	28	35
0-24%	**44**	**	**	**	**	**	**	**	**	**	**	**	33	**	**	**	**
	67%	**	**	**	**	**	**	**	**	**	**	**	*64%*	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	*%*	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Don't know	**20**	**	**	**	**	**	**	**	**	**	**	**	17	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	*33%*	**	**	**	**
Answered	**46**	**	**	**	**	**	**	**	**	**	**	**	35	**	**	**	**
Mean	**5.29**	**	**	**	**	**	**	**	**	**	**	**	5.77	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	***e**	f	a	***b**	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**61**	44	50	54	61	21	49	50	1	2	1	-	-	-	57	3	-	1	-	-	-	-
Weighted total	**65**	40	48	55	65	20	48	52	*	1	2	-	-	-	62	3	-	1	-	-	-	-
0-24%	**44**	**	**	37	44	**	**	**	**	**	**	**	**	**	43	**	**	**	**	**	**	**
	67%	**	**	*67%*	*67%*	**	**	**	**	**	**	**	**	**	*69%*	**	**	**	**	**	**	**
25-49%	**2**	**	**	2	2	**	**	**	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	**	**	*3%*	*3%*	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
50-74%	*	**	**	*	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**	**	**%*	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
75-100%	*	**	**	*	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**	**	**%*	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Don't know	**20**	**	**	16	20	**	**	**	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	30%	**	**	*29%*	*30%*	**	**	**	**	**	**	**	**	**	*28%*	**	**	**	**	**	**	**
Answered	**46**	**	**	39	46	**	**	**	**	**	**	**	**	**	45	**	**	**	**	**	**	**
Mean	**5.29**	**	**	5.44	5.29	**	**	**	**	**	**	**	**	**	5.36	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	61	5	12	17	20	-	9	13	15	22	2	43	3	15	46	15
Weighted total	65	8	13	18	16	-	8	15	15	26	2	51	*	13	51	15
0-24%	44	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	67%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	5.29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	**61**	51	3	41	20	46	8	41	20	31	41	35	-
Weighted total	**65**	51	4	45	20	50	5	44	21	29	36	29	-
0-24%	**44**	37	**	**	**	**	**	**	**	**	**	**	**
	67%	*72%*	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	2	**	**	**	**	**	**	**	**	**	**	**
	3%	*3%*	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	*	**	**	**	**	**	**	**	**	**	**	**
	%	*%*	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	*	**	**	**	**	**	**	**	**	**	**	**
	%	*%*	**	**	**	**	**	**	**	**	**	**	**
Don't know	**20**	12	**	**	**	**	**	**	**	**	**	**	**
	30%	*24%*	**	**	**	**	**	**	**	**	**	**	**
Answered	**46**	39	**	**	**	**	**	**	**	**	**	**	**
Mean	**5.29**	5.44	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**61**	31	42	36	-	55	47	53	-	41	48	57	46	36	4
Weighted total	**65**	28	37	33	-	59	53	60	-	36	44	62	46	33	3
0-24%	**44**	**	**	**	**	38	**	41	**	**	**	44	**	**	**
	67%	**	**	**	**	*64%*	**	*69%*	**	**	**	*71%*	**	**	**
25-49%	**2**	**	**	**	**	2	**	2	**	**	**	2	**	**	**
	3%	**	**	**	**	*3%*	**	*3%*	**	**	**	*3%*	**	**	**
50-74%	*	**	**	**	**	*	**	*	**	**	**	*	**	**	**
	%	**	**	**	**	*%	**	*%	**	**	**	*%	**	**	**
75-100%	*	**	**	**	**	-	**	*	**	**	**	*	**	**	**
	%	**	**	**	**	-%	**	*%	**	**	**	*%	**	**	**
Don't know	**20**	**	**	**	**	20	**	17	**	**	**	16	**	**	**
	30%	**	**	**	**	*33%*	**	*28%*	**	**	**	*26%*	**	**	**
Answered	**46**	**	**	**	**	39	**	43	**	**	**	46	**	**	**
Mean	**5.29**	**	**	**	**	5.48	**	5.46	**	**	**	5.28	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**61**	50	36	50	61	41	47	47	2	1	2	2	59	50	59	56	61
Weighted total	**65**	53	39	56	65	45	47	51	4	*	*	2	62	48	62	59	65
0-24%	**44**	**	**	**	44	**	**	**	**	**	**	**	42	**	42	38	44
	67%	**	**	**	*67%*	**	**	**	**	**	**	**	*68%*	**	*68%*	*64%*	*67%*
25-49%	**2**	**	**	**	2	**	**	**	**	**	**	**	2	**	2	2	2
	3%	**	**	**	*3%*	**	**	**	**	**	**	**	*3%*	**	*3%*	*3%*	*3%*
50-74%	*	**	**	**	*	**	**	**	**	**	**	**	*	**	*	*	*
	%	**	**	**	*%*	**	**	**	**	**	**	**	*%*	**	*%*	*%*	*%*
75-100%	*	**	**	**	*	**	**	**	**	**	**	**	*	**	*	*	*
	%	**	**	**	*%*	**	**	**	**	**	**	**	*%*	**	*%*	*%*	*%*
Don't know	**20**	**	**	**	20	**	**	**	**	**	**	**	18	**	18	19	20
	30%	**	**	**	*30%*	**	**	**	**	**	**	**	*29%*	**	*29%*	*33%*	*30%*
Answered	**46**	**	**	**	46	**	**	**	**	**	**	**	44	**	44	40	46
Mean	**5.29**	**	**	**	5.29	**	**	**	**	**	**	**	5.47	**	5.47	5.29	5.29

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	**61**	50	61	41	-	47	3	23	35	24	1	9	19	20	30	11
Weighted total	**65**	48	65	39	-	50	4	27	34	25	2	12	17	30	24	12
0-24%	**44**	**	44	**	**	**	**	**	**	**	**	**	**	**	**	**
	67%	**	*67%*	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	*3%*	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	*%*	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	*%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**20**	**	20	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	*30%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**46**	**	46	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**5.29**	**	5.29	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	*a	b
Unweighted total	**61**	21	8	31	29	32
Weighted total	**65**	25	9	32	31	35
0-24%	**44**	**	**	**	**	**
	67%	**	**	**	**	**
25-49%	**2**	**	**	**	**	**
	3%	**	**	**	**	**
50-74%	*	**	**	**	**	**
	%	**	**	**	**	**
75-100%	*	**	**	**	**	**
	%	**	**	**	**	**
Don't know	**20**	**	**	**	**	**
	30%	**	**	**	**	**
Answered	**46**	**	**	**	**	**
Mean	**5.29**	**	**	**	**	**

Columns Tested: a,b,c - a,b

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**61**	11	7	4	7	6	4	3	4	2	5	3	5
Weighted total	**65**	10	9	6	7	6	4	4	4	2	10	1	3
0-24%	**44**	**	**	**	**	**	**	**	**	**	**	**	**
	67%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*****	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	*****	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**20**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**46**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**5.29**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

International Tracked (previously Airsure) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**61**	22	17	9	13
Weighted total	**65**	25	17	10	14
0-24%	**44**	**	**	**	**
	67%	**	**	**	**
25-49%	**2**	**	**	**	**
	3%	**	**	**	**
50-74%	*	**	**	**	**
	%	**	**	**	**
75-100%	*	**	**	**	**
	%	**	**	**	**
Don't know	**20**	**	**	**	**
	30%	**	**	**	**
Answered	**46**	**	**	**	**
Mean	**5.29**	**	**	**	**

Columns Tested: a,b,c,d

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**61**	41	15	4	1	-	20	14	12	2	2	6
Weighted total	**69**	67	2	*	*	-	2	21	17	4	2	2
0-24%	**40**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**
75-100%	**4**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**
Don't know	**23**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**
Answered	**46**	**	**	**	**	**	**	**	**	**	**	**
Mean	**3.27**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	**61**	5	6	7	-	7	7	5	2	3	42	4	8	7
Weighted total	**69**	11	12	10	-	8	8	5	4	2	62	2	3	3
0-24%	**40**	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**4**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**23**	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**46**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**3.27**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	61	5	6	8	1	8	6	3	2	3	42	4	8	7
Weighted total	69	11	12	10	*	8	10	4	4	2	62	2	3	3
0-24%	40	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	23	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	46	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	3.27	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	61	-	12	1	2	28	2	1	14	52	9	58	3	59	2
Weighted total	69	-	9	*	2	37	3	*	17	59	10	63	6	65	4
0-24%	40	**	**	**	**	**	**	**	**	36	**	37	**	38	**
	58%	**	**	**	**	**	**	**	**	*61%*	**	*58%*	**	*58%*	**
25-49%	2	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	2%	**	**	**	**	**	**	**	**	*3%*	**	*3%*	**	*3%*	**
50-74%	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	**%*	**	**	**	**	**	**	**	**	**%*	**	**%*	**	**%*	**
75-100%	4	**	**	**	**	**	**	**	**	2	**	4	**	4	**
	6%	**	**	**	**	**	**	**	**	*4%*	**	*7%*	**	*7%*	**
Don't know	23	**	**	**	**	**	**	**	**	19	**	20	**	21	**
	34%	**	**	**	**	**	**	**	**	*32%*	**	*32%*	**	*33%*	**
Answered	46	**	**	**	**	**	**	**	**	40	**	43	**	44	**
Mean	13.27	**	**	**	**	**	**	**	**	9.96	**	14.04	**	13.84	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**61**	12	12	36	24	29	8	-	-	-	-	-	53	8	1	23	37
Weighted total	**69**	12	16	40	31	28	10	-	-	-	-	-	59	10	2	29	38
0-24%	**40**	**	**	**	**	**	**	**	**	**	**	**	32	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	*54%*	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	*%*	**	**	**	**
75-100%	**4**	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	*7%*	**	**	**	**
Don't know	**23**	**	**	**	**	**	**	**	**	**	**	**	21	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	*36%*	**	**	**	**
Answered	**46**	**	**	**	**	**	**	**	**	**	**	**	38	**	**	**	**
Mean	**13.27**	**	**	**	**	**	**	**	**	**	**	**	15.53	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	***e**	f	a	***b**	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**61**	43	47	52	61	23	46	48	2	1	1	-	-	-	57	3	-	1	-	-	-	-
Weighted total	**69**	40	46	55	69	21	46	52	2	1	*	-	-	-	66	3	-	1	-	-	-	-
0-24%	**40**	**	**	35	40	**	**	**	**	**	**	**	**	**	39	**	**	**	**	**	**	**
	58%	**	**	*63%*	*58%*	**	**	**	**	**	**	**	**	**	*59%*	**	**	**	**	**	**	**
25-49%	**2**	**	**	2	2	**	**	**	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	**	**	*3%*	*2%*	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
50-74%	*	**	**	*	*	**	**	**	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**	**	**%*	**%*	**	**	**	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
75-100%	**4**	**	**	2	4	**	**	**	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	6%	**	**	*4%*	*6%*	**	**	**	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
Don't know	**23**	**	**	16	23	**	**	**	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	34%	**	**	*29%*	*34%*	**	**	**	**	**	**	**	**	**	*32%*	**	**	**	**	**	**	**
Answered	**46**	**	**	39	46	**	**	**	**	**	**	**	**	**	45	**	**	**	**	**	**	**
Mean	**13.27**	**	**	10.07	13.27	**	**	**	**	**	**	**	**	**	13.47	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	61	4	12	18	18	-	7	15	19	18	2	40	5	16	48	13
Weighted total	69	7	14	20	14	-	8	17	20	21	2	49	3	17	57	12
0-24%	40	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	23	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	13.27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	***b**	a	***b**	a	***b**	a	b	c	***d**
Unweighted total	**61**	50	2	42	19	46	6	42	19	30	41	34	-
Weighted total	**69**	53	2	49	20	52	3	47	22	28	38	28	-
0-24%	**40**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*****	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**23**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**46**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**13.27**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**61**	29	42	33	-	54	47	52	-	41	46	58	46	37	4
Weighted total	**69**	27	38	32	-	61	54	66	-	38	44	67	49	39	3
0-24%	**40**	**	**	**	**	34	**	39	**	**	**	40	**	**	**
	58%	**	**	**	**	*55%*	**	*60%*	**	**	**	*59%*	**	**	**
25-49%	**2**	**	**	**	**	2	**	2	**	**	**	2	**	**	**
	2%	**	**	**	**	*3%*	**	*3%*	**	**	**	*3%*	**	**	**
50-74%	*	**	**	**	**	*	**	*	**	**	**	*	**	**	**
	%	**	**	**	**	*%	**	*%	**	**	**	*%	**	**	**
75-100%	**4**	**	**	**	**	4	**	4	**	**	**	4	**	**	**
	6%	**	**	**	**	*7%*	**	*6%*	**	**	**	*6%*	**	**	**
Don't know	**23**	**	**	**	**	21	**	20	**	**	**	21	**	**	**
	34%	**	**	**	**	*35%*	**	*31%*	**	**	**	*32%*	**	**	**
Answered	**46**	**	**	**	**	40	**	45	**	**	**	46	**	**	**
Mean	**13.27**	**	**	**	**	14.85	**	13.35	**	**	**	13.28	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**61**	51	36	49	61	40	50	46	4	1	1	2	58	51	58	55	61
Weighted total	**69**	57	38	55	69	43	53	51	4	*	2	2	65	54	65	62	69
0-24%	**40**	33	**	**	40	**	**	**	**	**	**	**	38	30	38	34	40
	58%	*59%*	**	**	*58%*	**	**	**	**	**	**	**	*59%*	*55%*	*59%*	*54%*	*58%*
25-49%	**2**	-	**	**	2	**	**	**	**	**	**	**	2	2	2	2	2
	2%	*-%*	**	**	*2%*	**	**	**	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*2%*
50-74%	*	*	**	**	*	**	**	**	**	**	**	**	*	*	*	*	*
	%	*%*	**	**	*%*	**	**	**	**	**	**	**	*%*	*%*	*%*	*%*	*%*
75-100%	**4**	2	**	**	4	**	**	**	**	**	**	**	4	4	4	4	4
	6%	*4%*	**	**	*6%*	**	**	**	**	**	**	**	*7%*	*8%*	*7%*	*7%*	*6%*
Don't know	**23**	21	**	**	23	**	**	**	**	**	**	**	21	18	21	22	23
	34%	*37%*	**	**	*34%*	**	**	**	**	**	**	**	*32%*	*34%*	*32%*	*36%*	*34%*
Answered	**46**	36	**	**	46	**	**	**	**	**	**	**	44	36	44	40	46
Mean	**13.27**	9.09	**	**	13.27	**	**	**	**	**	**	**	13.78	15.65	13.78	14.37	13.27

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	**61**	48	60	42	-	50	3	22	37	24	1	8	20	21	31	9
Weighted total	**69**	52	68	45	-	55	4	28	39	26	2	10	20	31	28	10
0-24%	**40**	**	40	**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	*58%*	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	*3%*	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*	**	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	*%*	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**4**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	*6%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**23**	**	23	**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	*33%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**46**	**	46	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**13.27**	**	13.27	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	*a	b
Unweighted total	**61**	19	8	33	29	32
Weighted total	**69**	22	10	36	32	37
0-24%	**40**	**	**	**	**	**
	58%	**	**	**	**	**
25-49%	**2**	**	**	**	**	**
	2%	**	**	**	**	**
50-74%	*	**	**	**	**	**
	%	**	**	**	**	**
75-100%	**4**	**	**	**	**	**
	6%	**	**	**	**	**
Don't know	**23**	**	**	**	**	**
	34%	**	**	**	**	**
Answered	**46**	**	**	**	**	**
Mean	**13.27**	**	**	**	**	**

Columns Tested: a,b,c - a,b

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**61**	12	7	3	8	6	3	4	4	1	6	2	5
Weighted total	**69**	12	9	4	6	6	4	4	6	2	12	1	3
0-24%	**40**	**	**	**	**	**	**	**	**	**	**	**	**
	58%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	*****	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**23**	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**46**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**3.27**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

International Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**61**	22	17	9	13
Weighted total	**69**	25	16	12	16
0-24%	**40**	**	**	**	**
	58%	**	**	**	**
25-49%	**2**	**	**	**	**
	2%	**	**	**	**
50-74%	*	**	**	**	**
	%	**	**	**	**
75-100%	**4**	**	**	**	**
	6%	**	**	**	**
Don't know	**23**	**	**	**	**
	34%	**	**	**	**
Answered	**46**	**	**	**	**
Mean	**13.27**	**	**	**	**

Columns Tested: a,b,c,d

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	f	*a	*b	*c	*d	*e
Unweighted total	80	49	20	9	2	-	31	16	17	4	3	8
Weighted total	80	76	2	1	*	-	4	19	25	6	2	3
0-24%	51	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
75-100%	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Don't know	26	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**
Answered	54	**	**	**	**	**	**	**	**	**	**	**
Mean	7.62	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	80	5	5	10	2	7	14	6	2	3	54	5	8	13
Weighted total	80	10	8	12	2	6	17	10	4	2	72	2	2	4
0-24%	51	**	**	**	**	**	**	**	**	**	45	**	**	**
	64%	**	**	**	**	**	**	**	**	**	*63%*	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
75-100%	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Don't know	26	**	**	**	**	**	**	**	**	**	24	**	**	**
	32%	**	**	**	**	**	**	**	**	**	*34%*	**	**	**
Answered	54	**	**	**	**	**	**	**	**	**	47	**	**	**
Mean	7.62	**	**	**	**	**	**	**	**	**	7.29	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	80	5	4	13	2	8	14	3	2	3	54	5	8	13
Weighted total	80	8	7	12	2	6	23	6	4	2	72	2	2	4
0-24%	51	**	**	**	**	**	**	**	**	**	45	**	**	**
	64%	**	**	**	**	**	**	**	**	**	*63%*	**	**	**
25-49%	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
50-74%	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
75-100%	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**
Don't know	26	**	**	**	**	**	**	**	**	**	24	**	**	**
	32%	**	**	**	**	**	**	**	**	**	*34%*	**	**	**
Answered	54	**	**	**	**	**	**	**	**	**	47	**	**	**
Mean	7.62	**	**	**	**	**	**	**	**	**	7.29	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	**80**	1	18	-	3	30	1	1	26	65	15	75	5	80	-
Weighted total	**80**	1	15	-	2	41	*	*	21	62	18	71	9	80	-
0-24%	**51**	**	**	**	**	**	**	**	**	41	**	47	**	51	**
	64%	**	**	**	**	**	**	**	**	*66%*	**	*67%*	**	*64%*	**
25-49%	**2**	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	*3%*	**	*3%*	**	*3%*	**
50-74%	**1**	**	**	**	**	**	**	**	**	1	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	*1%*	**	*1%*	**	*1%*	**
75-100%	**-**	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**	*-%*	**
Don't know	**26**	**	**	**	**	**	**	**	**	18	**	21	**	26	**
	32%	**	**	**	**	**	**	**	**	*29%*	**	*29%*	**	*32%*	**
Answered	**54**	**	**	**	**	**	**	**	**	44	**	50	**	54	**
Mean	**7.62**	**	**	**	**	**	**	**	**	7.84	**	7.85	**	7.62	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		***a**	***b**	c	***a**	b	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	***a**	***b**	c
Unweighted total	**80**	21	15	44	26	38	15	-	1	-	-	-	64	16	2	24	54
Weighted total	**80**	17	16	48	31	32	15	-	2	-	-	-	63	17	4	27	49
0-24%	**51**	**	**	**	**	**	**	**	**	**	**	**	37	**	**	**	36
	64%	**	**	**	**	**	**	**	**	**	**	**	*60%*	**	**	**	*73%*
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	-
	3%	**	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	-%
50-74%	**1**	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	1
	1%	**	**	**	**	**	**	**	**	**	**	**	**%*	**	**	**	*1%*
75-100%	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	-%
Don't know	**26**	**	**	**	**	**	**	**	**	**	**	**	23	**	**	**	13
	32%	**	**	**	**	**	**	**	**	**	**	**	*37%*	**	**	**	*26%*
Answered	**54**	**	**	**	**	**	**	**	**	**	**	**	40	**	**	**	36
Mean	**7.62**	**	**	**	**	**	**	**	**	**	**	**	7.10	**	**	**	7.60

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**80**	61	68	71	80	41	60	57	5	4	3	-	2	-	73	3	2	1	-	1	-	1
Weighted total	**80**	51	58	65	80	34	52	57	4	2	2	-	1	-	74	3	2	1	-	*	-	*
0-24%	**51**	35	42	45	51	**	32	40	**	**	**	**	**	**	49	**	**	**	**	**	**	**
	64%	*68%*	*73%*	*68%*	*64%*	**	*60%*	*69%*	**	**	**	**	**	**	*65%*	**	**	**	**	**	**	**
25-49%	**2**	-	-	-	2	**	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	-%	-%	-%	*3%*	**	-%	-%	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
50-74%	**1**	1	1	1	1	**	1	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	*2%*	*1%*	*1%*	*1%*	**	*1%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
75-100%	**-**	-	-	-	-	**	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know	**26**	16	15	20	26	**	20	17	**	**	**	**	**	**	23	**	**	**	**	**	**	**
	32%	*31%*	*26%*	*31%*	*32%*	**	*38%*	*30%*	**	**	**	**	**	**	*31%*	**	**	**	**	**	**	**
Answered	**54**	36	43	45	54	**	32	40	**	**	**	**	**	**	51	**	**	**	**	**	**	**
Mean	**7.62**	7.07	7.48	7.22	7.62	**	7.30	6.66	**	**	**	**	**	**	7.10	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	**80**	3	13	19	35	1	16	17	22	24	1	47	6	27	68	12
Weighted total	**80**	4	11	26	24	*	15	12	24	27	2	54	1	24	68	12
0-24%	**51**	**	**	**	**	**	**	**	**	**	**	**	**	**	49	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**	*72%*	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	2	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	*3%*	**
50-74%	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	1	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	*1%*	**
75-100%	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	*-%*	**
Don't know	**26**	**	**	**	**	**	**	**	**	**	**	**	**	**	16	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**	**	*24%*	**
Answered	**54**	**	**	**	**	**	**	**	**	**	**	**	**	**	52	**
Mean	**7.62**	**	**	**	**	**	**	**	**	**	**	**	**	**	7.55	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	**80**	67	4	62	18	63	8	60	20	30	58	54	-
Weighted total	**80**	60	5	59	21	58	8	55	25	26	51	45	-
0-24%	**51**	43	**	43	**	41	**	39	**	**	35	31	**
	64%	*71%*	**	*72%*	**	*70%*	**	*71%*	**	**	*68%*	*70%*	**
25-49%	**2**	-	**	2	**	-	**	2	**	**	-	-	**
	3%	-%	**	*4%*	**	-%	**	*4%*	**	**	-%	-%	**
50-74%	**1**	1	**	1	**	1	**	1	**	**	1	1	**
	1%	*1%*	**	*1%*	**	*1%*	**	*1%*	**	**	*1%*	*2%*	**
75-100%	**-**	-	**	-	**	-	**	-	**	**	-	-	**
	-%	-%	**	-%	**	-%	**	-%	**	**	-%	-%	**
Don't know	**26**	16	**	13	**	16	**	13	**	**	16	13	**
	32%	*27%*	**	*23%*	**	*28%*	**	*24%*	**	**	*31%*	*28%*	**
Answered	**54**	43	**	45	**	41	**	42	**	**	35	32	**
Mean	**7.62**	7.10	**	8.11	**	7.23	**	8.38	**	**	6.94	7.32	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**80**	30	64	51	-	55	73	68	-	59	66	76	61	55	6
Weighted total	**80**	24	54	46	-	58	74	74	-	48	55	74	55	48	2
0-24%	**51**	**	40	32	**	34	46	48	**	35	42	49	38	34	**
	64%	**	*74%* a	*70%*	**	*59%*	*62%*	*65%*	**	*73%*	*77%*	*66%*	*69%*	*70%*	**
25-49%	**2**	**	-	-	**	2	2	2	**	-	-	2	-	-	**
	3%	**	-%	-%	**	*4%*	*3%*	*3%*	**	-%	-%	*3%*	-%	-%	**
50-74%	**1**	**	1	1	**	*	1	1	**	1	1	1	*	1	**
	1%	**	*1%*	*2%*	**	*%*	*1%*	*1%*	**	*2%*	*1%*	*1%*	*1%*	*1%*	**
75-100%	**-**	**	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	**	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	**26**	**	13	13	**	22	25	23	**	12	12	22	17	14	**
	32%	**	*25%*	*28%*	**	*37%*	*34%*	*31%*	**	*26%*	*21%*	*30%*	*30%*	*28%*	**
		b													
Answered	**54**	**	41	33	**	37	49	51	**	36	43	52	38	35	**
Mean	**7.62**	**	7.51	8.55	**	5.85	7.76	7.75	**	7.07	7.48	7.53	6.89	6.65	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**80**	71	57	55	48	80	68	64	6	1	2	1	76	68	76	73	80
Weighted total	**80**	72	57	57	52	80	66	65	3	*	2	1	72	62	72	72	80
0-24%	**51**	48	30	35	**	51	46	40	**	**	**	**	46	37	46	44	51
	64%	*67%*	*53%*	*62%*	**	*64%*	*69%*	*62%*	**	**	**	**	*63%*	*60%*	*63%*	*61%*	*64%*
25-49%	**2**	2	2	-	**	2	-	2	**	**	**	**	2	2	2	2	2
	3%	*3%*	*4%*	*-%*	**	*3%*	*-%*	*3%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
50-74%	**1**	*	1	*	**	1	*	1	**	**	**	**	1	1	1	1	1
	1%	**%*	*1%*	**%*	**	*1%*	**%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
75-100%	**-**	-	-	-	**	-	-	-	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Don't know	**26**	22	24	22	**	26	20	22	**	**	**	**	24	22	24	26	26
	32%	*30%*	*42%*	*38%*	**	*32%*	*30%*	*34%*	**	**	**	**	*33%*	*35%*	*33%*	*35%*	*32%*
Answered	**54**	51	33	35	**	54	46	43	**	**	**	**	48	40	48	47	54
Mean	**7.62**	7.09	8.43	5.85	**	7.62	6.74	8.05	**	**	**	**	8.09	7.78	8.09	7.67	7.62

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	*c
Unweighted total	**80**	60	78	51	1	61	3	28	50	28	1	10	23	22	43	15
Weighted total	**80**	62	76	47	2	58	4	34	42	32	2	13	23	31	34	15
0-24%	**51**	34	47	27	**	39	**	**	**	**	**	**	**	**	**	**
	64%	*55%*	*62%*	*57%*	**	*67%*	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	2	2	-	**	2	**	**	**	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*-%*	**	*4%*	**	**	**	**	**	**	**	**	**	**
50-74%	**1**	*	1	1	**	*	**	**	**	**	**	**	**	**	**	**
	1%	*%*	*1%*	*2%*	**	*1%*	**	**	**	**	**	**	**	**	**	**
75-100%	**-**	-	-	-	**	-	**	**	**	**	**	**	**	**	**	**
	-%	-%	-%	-%	**	-%	**	**	**	**	**	**	**	**	**	**
Don't know	**26**	25	26	19	**	17	**	**	**	**	**	**	**	**	**	**
	32%	*41%*	*34%*	*41%*	**	*29%*	**	**	**	**	**	**	**	**	**	**
Answered	**54**	36	50	27	**	41	**	**	**	**	**	**	**	**	**	**
Mean	**7.62**	8.35	7.85	7.54	**	8.11	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b
Unweighted total	**80**	23	9	47	42	38
Weighted total	**80**	26	10	44	32	48
0-24%	**51**	**	**	**	**	**
	64%	**	**	**	**	**
25-49%	**2**	**	**	**	**	**
	3%	**	**	**	**	**
50-74%	**1**	**	**	**	**	**
	1%	**	**	**	**	**
75-100%	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Don't know	**26**	**	**	**	**	**
	32%	**	**	**	**	**
Answered	**54**	**	**	**	**	**
Mean	**7.62**	**	**	**	**	**

Columns Tested: a,b,c - a,b

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**80**	13	7	4	15	7	5	5	5	3	8	5	3
Weighted total	**80**	15	9	6	12	8	5	4	6	2	11	1	*
0-24%	**51**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**26**	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**54**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**7.62**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

International standard mail (previously Airmail) (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)

Base: All using RM to send parcels and packets (QV6a2=3)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**80**	24	27	13	16
Weighted total	**80**	30	25	12	12
0-24%	**51**	**	**	**	**
	64%	**	**	**	**
25-49%	**2**	**	**	**	**
	3%	**	**	**	**
50-74%	**1**	**	**	**	**
	1%	**	**	**	**
75-100%	**-**	**	**	**	**
	-%	**	**	**	**
Don't know	**26**	**	**	**	**
	32%	**	**	**	**
Answered	**54**	**	**	**	**
Mean	**7.62**	**	**	**	**

Columns Tested: a,b,c,d

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**59**	40	14	3	2	-	19	12	15	3	1	6
Weighted total	**67**	65	1	*	*	-	2	17	24	4	*	4
0-24%	**38**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**
50-74%	**5**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**
75-100%	**2**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
Don't know	**18**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**
Answered	**49**	**	**	**	**	**	**	**	**	**	**	**
Mean	**4.94**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	59	4	4	10	-	5	8	4	2	2	39	4	7	9
Weighted total	67	9	9	16	-	8	8	5	4	2	60	1	3	3
0-24%	38	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	18	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	49	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	4.94	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	59	4	4	11	1	6	6	2	3	2	39	4	7	9
Weighted total	67	9	9	14	*	8	9	4	6	2	60	1	3	3
0-24%	38	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	18	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	49	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	4.94	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	**59**	-	11	1	1	27	-	3	15	52	7	55	4	58	1
Weighted total	**67**	-	9	*	2	36	-	2	17	60	7	61	6	65	2
0-24%	**38**	**	**	**	**	**	**	**	**	37	**	36	**	36	**
	57%	**	**	**	**	**	**	**	**	*62%*	**	*59%*	**	*56%*	**
25-49%	**4**	**	**	**	**	**	**	**	**	2	**	4	**	4	**
	6%	**	**	**	**	**	**	**	**	*3%*	**	*6%*	**	*6%*	**
50-74%	**5**	**	**	**	**	**	**	**	**	5	**	4	**	5	**
	8%	**	**	**	**	**	**	**	**	*8%*	**	*7%*	**	*8%*	**
75-100%	**2**	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	*3%*	**	*3%*	**	*3%*	**
Don't know	**18**	**	**	**	**	**	**	**	**	14	**	15	**	18	**
	27%	**	**	**	**	**	**	**	**	*24%*	**	*25%*	**	*28%*	**
Answered	**49**	**	**	**	**	**	**	**	**	46	**	46	**	47	**
Mean	**14.94**	**	**	**	**	**	**	**	**	14.69	**	14.84	**	15.59	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**59**	12	14	32	24	25	10	-	-	-	-	-	49	10	1	23	35
Weighted total	**67**	13	16	36	32	21	14	-	-	-	-	-	53	14	2	30	35
0-24%	**38**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**5**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**18**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**49**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**14.94**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**59**	44	48	53	59	20	47	50	2	1	-	-	-	-	53	4	1	1	-	-	-	-
Weighted total	**67**	42	48	57	67	16	46	54	2	1	-	-	-	-	62	3	2	1	-	-	-	-
0-24%	**38**	**	**	32	38	**	**	**	**	**	**	**	**	**	38	**	**	**	**	**	**	**
	57%	**	**	*57%*	*57%*	**	**	**	**	**	**	**	**	**	*61%*	**	**	**	**	**	**	**
25-49%	**4**	**	**	4	4	**	**	**	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	6%	**	**	*7%*	*6%*	**	**	**	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
50-74%	**5**	**	**	3	5	**	**	**	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	8%	**	**	*5%*	*8%*	**	**	**	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
75-100%	**2**	**	**	2	2	**	**	**	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	**	**	*3%*	*3%*	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Don't know	**18**	**	**	16	18	**	**	**	**	**	**	**	**	**	16	**	**	**	**	**	**	**
	27%	**	**	*28%*	*27%*	**	**	**	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
Answered	**49**	**	**	41	49	**	**	**	**	**	**	**	**	**	46	**	**	**	**	**	**	**
Mean	**14.94**	**	**	14.20	14.94	**	**	**	**	**	**	**	**	**	13.73	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	59	5	9	18	21	-	8	11	17	21	2	43	3	13	45	14
Weighted total	67	5	11	23	18	-	7	16	18	23	2	53	1	13	49	18
0-24%	38	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	49	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	14.94	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	**59**	52	1	38	21	49	4	38	21	32	41	33	-
Weighted total	**67**	55	2	41	26	54	3	40	27	30	38	27	-
0-24%	**38**	32	**	**	**	**	**	**	**	**	**	**	**
	57%	*59%*	**	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	4	**	**	**	**	**	**	**	**	**	**	**
	6%	*7%*	**	**	**	**	**	**	**	**	**	**	**
50-74%	**5**	3	**	**	**	**	**	**	**	**	**	**	**
	8%	*5%*	**	**	**	**	**	**	**	**	**	**	**
75-100%	**2**	2	**	**	**	**	**	**	**	**	**	**	**
	3%	*3%*	**	**	**	**	**	**	**	**	**	**	**
Don't know	**18**	14	**	**	**	**	**	**	**	**	**	**	**
	27%	*26%*	**	**	**	**	**	**	**	**	**	**	**
Answered	**49**	41	**	**	**	**	**	**	**	**	**	**	**
Mean	**14.94**	14.20	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**59**	31	42	31	-	49	44	51	1	43	47	56	48	40	4
Weighted total	**67**	28	38	31	-	56	48	64	*	40	46	63	51	39	3
0-24%	**38**	**	**	**	**	**	**	38	**	**	**	36	**	**	**
	57%	**	**	**	**	**	**	*60%*	**	**	**	*57%*	**	**	**
			a												
25-49%	**4**	**	**	**	**	**	**	4	**	**	**	4	**	**	**
	6%	**	**	**	**	**	**	*6%*	**	**	**	*6%*	**	**	**
50-74%	**5**	**	**	**	**	**	**	5	**	**	**	5	**	**	**
	8%	**	**	**	**	**	**	*8%*	**	**	**	*8%*	**	**	**
75-100%	**2**	**	**	**	**	**	**	2	**	**	**	2	**	**	**
	3%	**	**	**	**	**	**	*3%*	**	**	**	*3%*	**	**	**
Don't know	**18**	**	**	**	**	**	**	15	**	**	**	16	**	**	**
	27%	**	**	**	**	**	**	*23%*	**	**	**	*26%*	**	**	**
Answered	**49**	**	**	**	**	**	**	49	**	**	**	47	**	**	**
Mean	**14.94**	**	**	**	**	**	**	14.95	**	**	**	15.44	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**59**	46	33	45	59	37	49	46	2	1	2	1	58	51	58	55	58
Weighted total	**67**	51	37	51	67	43	50	49	4	*	2	1	65	55	65	61	67
0-24%	**38**	**	**	**	38	**	**	**	**	**	**	**	37	29	37	33	38
	57%	**	**	**	*57%*	**	**	**	**	**	**	**	*56%*	*52%*	*56%*	*54%*	*57%*
25-49%	**4**	**	**	**	4	**	**	**	**	**	**	**	4	4	4	4	4
	6%	**	**	**	*6%*	**	**	**	**	**	**	**	*6%*	*7%*	*6%*	*6%*	*6%*
50-74%	**5**	**	**	**	5	**	**	**	**	**	**	**	5	5	5	5	5
	8%	**	**	**	*8%*	**	**	**	**	**	**	**	*8%*	*9%*	*8%*	*7%*	*8%*
75-100%	**2**	**	**	**	2	**	**	**	**	**	**	**	2	2	2	2	2
	3%	**	**	**	*3%*	**	**	**	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
Don't know	**18**	**	**	**	18	**	**	**	**	**	**	**	18	16	18	18	18
	27%	**	**	**	*27%*	**	**	**	**	**	**	**	*28%*	*28%*	*28%*	*29%*	*27%*
Answered	**49**	**	**	**	49	**	**	**	**	**	**	**	47	40	47	43	49
Mean	**14.94**	**	**	**	14.94	**	**	**	**	**	**	**	15.48	17.46	15.48	15.58	14.95

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	*b	*c
Unweighted total	**59**	51	59	40	-	47	3	22	35	23	2	9	20	22	27	10
Weighted total	**67**	54	67	43	-	48	6	29	34	29	4	12	25	28	25	13
0-24%	**38**	29	38	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	*54%*	*57%*	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	**4**	2	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	*4%*	*6%*	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	**5**	3	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	*6%*	*8%*	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	**2**	2	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	*3%*	*3%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**18**	18	18	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	*33%*	*27%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	**49**	36	49	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	**14.94**	14.78	14.94	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b
Unweighted total	59	20	9	29	31	28
Weighted total	67	23	9	35	32	35
0-24%	38	**	**	**	**	**
	57%	**	**	**	**	**
25-49%	4	**	**	**	**	**
	6%	**	**	**	**	**
50-74%	5	**	**	**	**	**
	8%	**	**	**	**	**
75-100%	2	**	**	**	**	**
	3%	**	**	**	**	**
Don't know	18	**	**	**	**	**
	27%	**	**	**	**	**
Answered	49	**	**	**	**	**
Mean	14.94	**	**	**	**	**

Columns Tested: a,b,c - a,b

International Tracked and Signed (WRITE IN:) (QV6d.2 Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets ...)
Base: All using RM to send parcels and packets (QV6a2=3)

		Month											Quarter			
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Oct 2017	Nov 2017	Dec 2017	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*a	*b	*c	*d
Unweighted total	59	9	5	5	7	6	4	3	6	6	4	4	19	17	9	14
Weighted total	67	8	7	6	8	6	4	4	8	11	3	3	21	17	11	18
0-24%	38	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	57%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
25-49%	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
50-74%	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
75-100%	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	18	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Answered	49	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean	14.94	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k - a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 65

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**9**	9	-	**	**	**	-	*	3	**	**	-
	1%	*2%*	*-%*	**	**	**	*-%*	**%*	*2%*	**	**	*-%*
This is not important to me - don't mind if not offered	**40**	39	1	**	**	**	1	7	12	**	**	4
	6%	*6%*	*6%*	**	**	**	*4%*	*4%*	*9%*	**	**	*13%* a
This is mandatory to me - a must have	**216**	206	5	**	**	**	10	59	48	**	**	4
	34%	*34%*	*31%*	**	**	**	*34%*	*32%* e	*33%* e	** e	**	*13%*
This is a 'nice to have' , but I can live without it being offered	**161**	154	5	**	**	**	7	54	41	**	**	10
	25%	*25%*	*27%*	**	**	**	*23%*	*29%*	*28%*	**	**	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**214**	202	7	**	**	**	12	64	40	**	**	14
	33%	*33%*	*37%*	**	**	**	*39%*	*35%*	*28%*	**	**	*44%* b

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	**d	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**9**	2	**	2	**	**	-	**	**	**	8	-	*	1
	1%	*3%*	**	*2%*	**	**	*-%*	**	**	**	*1%*	*-%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**40**	8	**	6	**	**	7	**	**	**	35	*	2	3
	6%	*12%*	**	*5%*	**	**	*7%*	**	**	**	*6%*	*1%*	*7%*	*9%*
		k						k						k
This is mandatory to me - a must have	**216**	23	**	41	**	**	35	**	**	**	188	8	7	12
	34%	*35%*	**	*37%*	**	**	*33%*	**	**	**	*34%*	*33%*	*31%*	*40%*
This is a 'nice to have' , but I can live without it being offered	**161**	10	**	25	**	**	30	**	**	**	136	10	7	7
	25%	*16%*	**	*23%*	**	**	*29%*	**	**	**	*24%*	*41%*	*32%*	*25%*
												acijm	a	
This is a 'great to have' - makes a difference and can sway my decision	**214**	23	**	35	**	**	34	**	**	**	193	6	7	7
	33%	*35%*	**	*32%*	**	**	*32%*	**	**	**	*34%*	*25%*	*29%*	*24%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	**9**	2	**	2	**	**	2	**	**	**	8	-	*	1
	1%	*3%*	**	*2%*	**	**	*2%*	**	**	**	*1%*	*-%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**40**	10	**	4	**	**	7	**	**	**	35	*	2	3
	6%	*13%*	**	*4%*	**	**	*6%*	**	**	**	*6%*	*1%*	*7%*	*9%*
		ck						k	k				k	k
This is mandatory to me - a must have	**216**	19	**	35	**	**	46	**	**	**	188	8	7	12
	34%	*27%*	**	*34%*	**	**	*38%*	**	**	**	*34%*	*31%*	*31%*	*40%*
This is a 'nice to have' , but I can live without it being offered	**161**	17	**	27	**	**	29	**	**	**	136	10	7	7
	25%	*23%*	**	*26%*	**	**	*24%*	**	**	**	*24%*	*38%*	*32%*	*25%*
												ij		
This is a 'great to have' - makes a difference and can sway my decision	**214**	25	**	36	**	**	37	**	**	**	191	8	7	7
	33%	*34%*	**	*35%*	**	**	*31%*	**	**	**	*34%*	*31%*	*29%*	*24%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	9	**	4	**	**	2	**	**	3	7	3	9	-	9	**
	1%	**	4% e	**	**	1%	**	**	1%	1%	2%	2%	-%	1%	**
This is not important to me - don't mind if not offered	40	**	10	**	**	13	**	**	10	33	7	36	5	36	**
	6%	**	11%	**	**	5%	**	**	5%	7%	5%	6%	9%	6%	**
This is mandatory to me - a must have	216	**	26	**	**	94	**	**	68	169	46	197	19	212	**
	34%	**	26%	**	**	37% bd	**	**	34%	33%	35%	34%	36%	34%	**
This is a 'nice to have' , but I can live without it being offered	161	**	20	**	**	52	**	**	62	131	30	152	9	157	**
	25%	**	20%	**	**	21%	**	**	31% e	26%	23%	26%	17%	25%	**
This is a 'great to have' - makes a difference and can sway my decision	214	**	38	**	**	90	**	**	57	166	48	193	20	209	**
	33%	**	39%	**	**	36%	**	**	28%	33%	36%	33%	39%	34%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**645**	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	**640**	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	**9**	3	2	4	1	6	**	**	**	**	**	**	7	2	**	1	8
	1%	*1%*	*2%*	*2%*	*%*	*3%*	**	**	**	**	**	**	*1%*	*5%*	**	*%*	*3%*
						a	**ai**							**ai**			b
This is not important to me - don't mind if not offered	**40**	21	9	9	25	13	**	**	**	**	**	**	38	2	**	21	15
	6%	*9%*	*7%*	*3%*	*6%*	*6%*	**	**	**	**	**	**	*6%*	*4%*	**	*6%*	*6%*
		c															
This is mandatory to me - a must have	**216**	63	50	103	115	77	**	**	**	**	**	**	192	23	**	100	101
	34%	*26%*	*40%*	*38%*	*30%*	*37%*	**	**	**	**	**	**	*32%*	*55%*	**	*30%*	*40%*
			a	a			**ai**							**abi**			b
This is a 'nice to have' , but I can live without it being offered	**161**	66	30	64	105	49	**	**	**	**	**	**	154	8	**	83	57
	25%	*28%*	*24%*	*24%*	*27%*	*23%*	**	**	**	**	**	**	*26%*	*18%*	**	*25%*	*22%*
															c		
This is a 'great to have' - makes a difference and can sway my decision	**214**	86	34	90	141	65	**	**	**	**	**	**	206	8	**	124	72
	33%	*36%*	*27%*	*33%*	*37%*	*31%*	**	**	**	**	**	**	*34%*	*18%*	**	*38%*	*29%*
					cj								**cj**			c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**9**	5	5	5	9	3	7	3	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**40**	24	26	28	40	14	28	28	**	**	**	**	**	**	38	**	**	**	**	**	**	**
	6%	*5%*	*6%*	*6%*	*6%*	*7%*	*6%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**216**	153	141	177	216	79	140	146	**	**	**	**	**	**	203	**	**	**	**	**	**	**
	34%	*35%*	*34%*	*34%*	*34%*	*38%*	*32%*	*32%*	**	**	**	**	**	**	*33%*	**	**	**	**	**	**	**
									a													
This is a 'nice to have' , but I can live without it being offered	**161**	111	104	129	161	39	123	117	**	**	**	**	**	**	160	**	**	**	**	**	**	**
	25%	*25%*	*25%*	*25%*	*25%*	*19%*	*28%*	*26%*	**	**	**	**	**	**	*26%*	**	**	**	**	**	**	**
		e		e	e		e															
This is a 'great to have' - makes a difference and can sway my decision	**214**	150	141	175	214	73	142	162	**	**	**	**	**	**	209	**	**	**	**	**	**	**
	33%	*34%*	*34%*	*34%*	*33%*	*35%*	*32%*	*36%*	**	**	**	**	**	**	*34%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**9**	-	2	3	-	**	*	1	4	4	**	6	**	2	7	2
	1%	-%	*2%*	*1%*	-%	**	*%	*%	*3%* a	*4%* a	**	*2%*	**	*1%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**40**	6	5	11	5	**	16	12	8	4	**	24	**	12	34	7
	6%	*6%*	*4%*	*6%*	*5%*	**	*7%*	*8%*	*6%*	*3%*	**	*6%*	**	*7%*	*6%*	*5%*
This is mandatory to me - a must have	**216**	28	39	59	51	**	63	44	54	55	**	143	**	63	172	44
	34%	*30%*	*34%*	*32%*	*45%* ac	**	*28%*	*30%*	*38%* a	*44%* ab	**	*34%* b	**	*35%* b	*33%*	*36%*
This is a 'nice to have' , but I can live without it being offered	**161**	27	32	42	26	**	72	37	28	25	**	106	**	46	135	26
	25%	*29%*	*27%*	*22%*	*23%*	**	*32%* cd	*25%*	*20%*	*20%*	**	*25%*	**	*25%*	*26%*	*21%*
This is a 'great to have' - makes a difference and can sway my decision	**214**	32	38	73	30	**	70	55	48	36	**	138	**	58	169	45
	33%	*34%*	*33%*	*39%* d	*27%*	**	*32%*	*37%*	*34%*	*29%*	**	*33%*	**	*32%*	*33%*	*36%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**9**	5	**	7	2	5	**	7	2	-	5	3	**
	1%	*1%*	**	*1%*	*1%*	*1%*	**	*2%*	*1%*	-%	*1%*	*3%*	**
												a	
This is not important to me - don't mind if not offered	**40**	28	**	31	9	28	**	29	11	11	17	3	**
	6%	*6%*	**	*7%*	*5%*	*6%*	**	*6%*	*6%*	*6%*	*4%*	*3%*	**
This is mandatory to me - a must have	**216**	167	**	159	57	164	**	160	55	60	150	30	**
	34%	*34%*	**	*33%*	*35%*	*34%*	**	*34%*	*33%*	*36%*	*37%*	*36%*	**
This is a 'nice to have' , but I can live without it being offered	**161**	122	**	127	34	120	**	125	36	34	101	16	**
	25%	*25%*	**	*27%*	*21%*	*25%*	**	*27%*	*22%*	*20%*	*25%*	*20%*	**
This is a 'great to have' - makes a difference and can sway my decision	**214**	165	**	153	61	164	**	150	64	63	132	31	**
	33%	*34%*	**	*32%*	*37%*	*34%*	**	*32%*	*38%*	*37%*	*33%*	*38%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	645	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	640	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	9	-	5	3	**	8	3	3	**	5	5	7	5	1	**
	1%	-%	1%	3% a	**	2%	1%	2%	**	1%	1%	1%	1%	*%	**
This is not important to me - don't mind if not offered	40	14	19	4	**	35	24	16	**	24	26	39	25	14	**
	6%	8%	6%	6%	**	8%	6%	11% b	**	6%	6%	7%	6%	4%	**
This is mandatory to me - a must have	216	55	124	23	**	149	151	53	**	145	135	196	130	127	**
	34%	31%	36%	30%	**	33%	36%	35%	**	35%	34%	34%	33%	39%	**
This is a 'nice to have' , but I can live without it being offered	161	38	87	17	**	118	99	30	**	104	98	142	102	78	**
	25%	21%	25%	22%	**	26%	24%	20%	**	25%	25%	25%	26%	24%	**
This is a 'great to have' - makes a difference and can sway my decision	214	71	106	30	**	145	141	48	**	140	136	185	136	106	**
	33%	40% b	31%	39%	**	32%	34%	32%	**	34%	34%	32%	34%	33%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**9**	3	1	7	-	-	5	1	**	**	**	**	9	9	9	9	9
	1%	*1%*	**%*	*2%* b	*-%*	*-%*	*1%*	**%*	**	**	**	**	*2%*	*2%*	*1%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**40**	24	14	27	12	5	28	12	**	**	**	**	36	33	36	38	40
	6%	*6%*	*5%*	*8%*	*13%* **ab**	*6%*	*7%* b	*3%*	**	**	**	**	*6%*	*6%*	*6%*	*7%*	*6%*
This is mandatory to me - a must have	**216**	150	123	109	30	42	158	147	**	**	**	**	208	192	210	204	213
	34%	*38%*	*42%* **cd**	*31%*	*31%*	*48%* **cd**	*38%*	*40%*	**	**	**	**	*34%*	*36%*	*34%*	*35%*	*34%*
This is a 'nice to have' , but I can live without it being offered	**161**	94	62	90	21	14	95	91	**	**	**	**	153	130	155	143	159
	25%	*23%*	*21%*	*26%*	*22%*	*16%*	*23%*	*25%*	**	**	**	**	*25%*	*25%*	*25%*	*24%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**214**	129	91	119	34	26	130	115	**	**	**	**	206	166	206	194	209
	33%	*32%*	*31%*	*34%*	*35%*	*30%*	*31%*	*32%*	**	**	**	**	*34%*	*31%*	*33%*	*33%*	*33%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**9**	6	7	4	**	9	**	2	7	2	**	-	2	3	4	2
	1%	*1%*	*1%*	*2%*	**	*2%*	**	*2%*	*2%*	*1%*	**	*-%*	*1%*	*2%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**40**	28	35	19	**	28	**	7	32	15	**	4	15	7	27	6
	6%	*6%*	*6%*	*10%* b	**	*6%*	**	*5%*	*7%*	*7%*	**	*6%*	*8%*	*5%*	*7%*	*6%*
This is mandatory to me - a must have	**216**	136	212	66	**	152	**	51	154	82	**	29	66	48	134	33
	34%	*32%*	*35%*	*37%*	**	*31%*	**	*39%*	*33%*	*37%*	**	*42%*	*36%*	*34%*	*34%*	*34%*
This is a 'nice to have' , but I can live without it being offered	**161**	106	153	38	**	130	**	29	119	43	**	17	38	34	98	30
	25%	*25%*	*25%*	*21%*	**	*27%*	**	*22%*	*25%*	*20%*	**	*25%*	*20%*	*24%*	*25%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**214**	152	205	51	**	169	**	41	157	78	**	19	64	51	135	27
	33%	*36%*	*33%*	*28%*	**	*35%*	**	*32%*	*33%*	*36%*	**	*27%*	*35%*	*36%*	*34%*	*28%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**9**	-	2	7	9	*
	1%	*-%*	*4%*	*2%*	*3%*	**%*
			a		b	
This is not important to me - don't mind if not offered	**40**	4	-	36	17	23
	6%	*2%*	*-%*	*9%*	*5%*	*8%*
				ab		
This is mandatory to me - a must have	**216**	61	29	123	116	100
	34%	*39%*	*45%*	*30%*	*35%*	*33%*
			c			
This is a 'nice to have' , but I can live without it being offered	**161**	25	9	127	94	67
	25%	*16%*	*15%*	*31%*	*28%*	*22%*
				ab		
This is a 'great to have' - makes a difference and can sway my decision	**214**	68	23	122	98	116
	33%	*43%*	*37%*	*29%*	*29%*	*38%*
		c				a

Columns Tested: a,b,c - a,b

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**9**	-	-	-	3	2	**	**	**	-	*	**	**
	1%	*-%*	*-%*	*-%*	*4%*	*2%*	**	**	**	*-%*	*1%*	**	**
													ai
This is not important to me - don't mind if not offered	**40**	2	4	1	4	2	**	**	**	7	1	**	**
	6%	*4%*	*6%*	*2%*	*6%*	*3%*	**	**	**	*13%*	*2%*	**	**
									abcdefgjkl	**cejl**			
This is mandatory to me - a must have	**216**	23	16	17	31	27	**	**	**	9	22	**	**
	34%	*38%*	*23%*	*37%*	*43%*	*33%*	**	**	**	*17%*	*41%*	**	**
		i		i	**bhi**	i	**bhi**				**bi**		i
This is a 'nice to have' , but I can live without it being offered	**161**	20	23	9	13	23	**	**	**	17	8	**	**
	25%	*33%*	*33%*	*19%*	*18%*	*28%*	**	**	**	*30%*	*16%*	**	**
		dhj	**hj**			h		h		h		h	h
This is a 'great to have' - makes a difference and can sway my decision	**214**	15	26	20	21	28	**	**	**	23	21	**	**
	33%	*25%*	*38%*	*43%*	*29%*	*34%*	**	**	**	*41%*	*40%*	**	**
			fl	**afl**				f	**fl**	**fl**	**fl**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Low cost (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)
Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**9**	-	6	-	3
	1%	*-%*	*3%*	*-%*	*2%*
			ac		
This is not important to me - don't mind if not offered	**40**	7	8	21	4
	6%	*4%*	*4%*	*14%*	*3%*
				abd	
This is mandatory to me - a must have	**216**	57	77	35	48
	34%	*32%*	*40%*	*24%*	*38%*
			c		c
This is a 'nice to have' , but I can live without it being offered	**161**	51	45	33	32
	25%	*29%*	*24%*	*23%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**214**	62	56	57	39
	33%	*35%*	*29%*	*39%*	*31%*
				b	

Columns Tested: a,b,c,d

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**2**	2	-	**	**	**	-	-	2	**	**	-
	***%**	*%	-%	**	**	**	-%	-%	*1%*	**	**	-%
This is not important to me - don't mind if not offered	**24**	23	*	**	**	**	*	8	2	**	**	2
	4%	*4%*	*2%*	**	**	**	*1%*	*5%*	*2%*	** b		*8%* b
This is mandatory to me - a must have	**332**	317	9	**	**	**	15	82	89	**	**	9
	52%	*52%*	*48%*	**	**	**	*51%*	*44%* e	*62%* **ae**	** e	**	*28%*
This is a 'nice to have' , but I can live without it being offered	**105**	101	2	**	**	**	3	33	27	**	**	9
	16%	*17%*	*14%*	**	**	**	*11%*	*18%*	*19%*	**	**	*28%* c
This is a 'great to have' - makes a difference and can sway my decision	**178**	167	7	**	**	**	11	62	24	**	**	11
	28%	*27%*	*36%* a	**	**	**	*37%* a	*33%* b	*17%*	**	**	*37%* b

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**2**	-	**	2	**	**	-	**	**	**	2	-	-	-
	***%**	-%	**	*2%*	**	**	-%	**	**	**	*%*	-%	-%	-%
This is not important to me - don't mind if not offered	**24**	2	**	2	**	**	4	**	**	**	19	1	1	3
	4%	*3%*	**	*2%*	**	**	*3%*	**	**	**	*3%*	*4%*	*3%*	*10%*
														cij
This is mandatory to me - a must have	**332**	36	**	62	**	**	70	**	**	**	293	10	12	16
	52%	*54%*	**	*57%*	**	**	*66%*	**	**	**	*52%*	*39%*	*52%*	*55%*
				k			**bgijk**				k			
This is a 'nice to have' , but I can live without it being offered	**105**	14	**	14	**	**	12	**	**	**	90	6	4	5
	16%	*21%*	**	*13%*	**	**	*12%*	**	**	**	*16%*	*23%*	*17%*	*16%*
			cefghj											
This is a 'great to have' - makes a difference and can sway my decision	**178**	15	**	29	**	**	20	**	**	**	157	8	7	6
	28%	*23%*	**	*27%*	**	**	*19%*	**	**	**	*28%*	*34%*	*29%*	*19%*
								afjm	**fm**			f		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	**2**	-	**	2	**	**	-	**	**	**	2	-	-	-
	***%**	-%	**	*2%*	**	**	-%	**	**	**	**%*	-%	-%	-%
This is not important to me - don't mind if not offered	**24**	2	**	2	**	**	4	**	**	**	19	1	1	3
	4%	*3%*	**	*2%*	**	**	*3%*	**	**	**	*3%*	*4%*	*3%*	*10%*
														cij
This is mandatory to me - a must have	**332**	38	**	58	**	**	74	**	**	**	293	10	12	16
	52%	*52%*	**	*56%*	**	**	*60%*	**	**	**	*52%*	*36%*	*52%*	*55%*
				k			k				k			k
This is a 'nice to have' , but I can live without it being offered	**105**	20	**	12	**	**	13	**	**	**	90	6	4	5
	16%	*27%*	**	*11%*	**	**	*10%*	**	**	**	*16%*	*22%*	*17%*	*16%*
		cfhj								**cf**				
This is a 'great to have' - makes a difference and can sway my decision	**178**	13	**	29	**	**	32	**	**	**	155	10	7	6
	28%	*18%*	**	*29%*	**	**	*26%*	**	**	**	*28%*	*38%*	*29%*	*19%*
												am		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	2	**	-	**	**	2	**	**	-	2	-	2	-	2	**
	*%	**	-%	**	**	1%	**	**	-%	*%	-%	*%	-%	*%	**
This is not important to me - don't mind if not offered	24	**	2	**	**	13	**	**	6	13	10	24	*	23	**
	4%	**	3%	**	**	5%	**	**	3%	3%	8% a	4%	*%	4%	**
This is mandatory to me - a must have	332	**	49	**	**	120	**	**	127	262	70	306	26	327	**
	52%	**	50% d	**	**	48% d	**	**	63% bde	52%	52%	52%	49%	53%	**
This is a 'nice to have' , but I can live without it being offered	105	**	21	**	**	42	**	**	24	84	21	100	5	98	**
	16%	**	22% h	**	** h	17%	**	**	12%	17%	15%	17%	10%	16%	**
This is a 'great to have' - makes a difference and can sway my decision	178	**	26	**	**	74	**	**	43	145	33	156	22	172	**
	28%	**	26%	**	** beh	30%	**	**	22%	29%	25%	27%	41% a	28%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**645**	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	**640**	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	**2**	-	-	2	-	2	**	**	**	**	**	**	2	-	**	-	2
	***%**	-%	-%	*1%*	-%	*1%*	**	**	**	**	**	**	*%*	-%	**	-%	*1%*
This is not important to me - don't mind if not offered	**24**	7	7	10	14	6	**	**	**	**	**	**	20	4	**	9	10
	4%	*3%*	*5%*	*4%*	*4%*	*3%*	** **abi**	**	**	**	**	**	*3%*	*9%*	**	*3%*	*4%*
This is mandatory to me - a must have	**332**	117	59	156	186	121	**	**	**	**	**	**	308	24	**	164	145
	52%	*49%*	*47%*	*58%* **ab**	*48%*	*58%* a	**	**	**	**	**	**	*51%*	*57%*	**	*50%*	*57%* a
This is a 'nice to have' , but I can live without it being offered	**105**	40	24	37	68	30	**	**	**	**	**	**	98	7	**	54	37
	16%	*17%*	*20%*	*14%*	*17%*	*14%*	**	**	**	**	**	**	*16%*	*17%*	**	*16%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**178**	75	35	66	119	51	**	**	**	**	**	**	170	8	**	101	59
	28%	*31%*	*28%*	*24%*	*31%*	*24%*	**	**	**	**	**	**	*29%*	*18%*	**	*31%* c	*23%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**2**	2	-	2	2	2	2	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*%	-%	*%	*%	1%	*%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
									a													
This is not important to me - don't mind if not offered	**24**	12	15	20	24	5	11	19	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	***4%**	3%	4%	4%	4%	2%	3%	4%	**	**	**	**	**	**	3%	**	**	**	**	**	**	**
This is mandatory to me - a must have	**332**	218	214	255	332	111	221	215	**	**	**	**	**	**	320	**	**	**	**	**	**	**
	***52%**	49%	51%	50%	52%	54%	50%	47%	**	**	**	**	**	**	52%	**	**	**	**	**	**	**
									a													
This is a 'nice to have' , but I can live without it being offered	**105**	74	63	83	105	26	77	80	**	**	**	**	**	**	102	**	**	**	**	**	**	**
	***16%**	17%	15%	16%	16%	13%	18%	18%	**	**	**	**	**	**	16%	**	**	**	**	**	**	**
								b														
This is a 'great to have' - makes a difference and can sway my decision	**178**	136	125	155	178	63	128	141	**	**	**	**	**	**	176	**	**	**	**	**	**	**
	***28%**	31%	30%	30%	28%	30%	29%	31%	**	**	**	**	**	**	28%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**2**	-	-	2	-	**	-	-	-	2	**	2	**	-	-	2
	***%**	-%	-%	*1%*	-%	**	-%	-%	-%	*1%*	**	*%	**	-%	-%	*1%* a
This is not important to me - don't mind if not offered	**24**	5	4	6	5	**	12	3	2	6	**	13	**	7	18	6
	4%	*6%*	*3%*	*3%*	*4%*	**	*5%*	*2%*	*2%*	*5%*	**	*3%*	** **ac**	*4%*	*3%*	*5%*
This is mandatory to me - a must have	**332**	36	57	86	70	**	105	78	71	77	**	216	**	95	272	60
	52%	*39%*	*49%*	*46%*	*63%* **abc**	**	*47%*	*52%*	*50%*	*62%* **ac**	**	*52%*	**	*52%*	*53%*	*48%*
This is a 'nice to have' , but I can live without it being offered	**105**	17	18	37	10	**	41	22	29	13	**	78	**	22	81	24
	16%	*18%* d	*16%*	*20%* d	*9%*	**	*19%* d	*15%*	*20%* d	*10%*	**	*19%* c	**	*12%*	*16%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**178**	34	38	57	26	**	63	45	41	27	**	108	**	59	146	32
	28%	*37%* d	*32%*	*30%*	*24%*	**	*29%*	*30%*	*29%*	*22%*	**	*26%*	**	*32%*	*28%*	*26%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	645	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	640	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	2	2	**	-	2	2	**	-	2	2	2	2	**
	*%	*%	**	-%	1% a	*%	**	-%	1% a	1%	*%	2%	**
This is not important to me - don't mind if not offered	24	18	**	18	6	18	**	20	4	3	12	2	**
	4%	4%	**	4%	3%	4%	**	4%	2%	1%	3%	2%	**
This is mandatory to me - a must have	332	243	**	260	72	238	**	248	84	83	206	47	**
	52%	50%	**	54% b	44%	50%	**	53%	50%	50%	51%	57%	**
This is a 'nice to have' , but I can live without it being offered	105	76	**	72	32	76	**	76	29	19	67	9	**
	16%	16%	**	15%	20%	16%	**	16%	17%	11%	17%	11%	**
This is a 'great to have' - makes a difference and can sway my decision	178	149	**	127	51	147	**	127	51	61	118	22	**
	28%	31%	**	27%	31%	31%	**	27%	30%	36%	29%	27%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	TOTAL	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**2**	-	-	-	**	2	2	2	**	2	-	2	2	2	**
	***%**	-%	-%	-%	**	*%	*%	1%	**	*%	-%	*%	*%	1%	**
This is not important to me - don't mind if not offered	**24**	4	13	6	**	11	21	6	**	10	15	20	12	17	**
	4%	2%	4%	7%	**	2%	5%	4%	**	2%	4%	3%	3%	5%	**
				a											
This is mandatory to me - a must have	**332**	93	178	44	**	260	195	86	**	210	206	298	213	155	**
	52%	52%	52%	57%	**	57%	47%	58%	**	50%	51%	52%	54%	48%	**
						b		b							
This is a 'nice to have' , but I can live without it being offered	**105**	26	50	11	**	65	82	18	**	68	57	96	51	47	**
	16%	15%	15%	14%	**	14%	20%	12%	**	16%	14%	17%	13%	14%	**
							ac								
This is a 'great to have' - makes a difference and can sway my decision	**178**	55	100	17	**	117	119	38	**	128	123	153	120	105	**
	28%	31%	29%	22%	**	26%	29%	26%	**	31%	31%	27%	30%	32%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**2**	2	2	-	2	-	2	2	**	**	**	**	2	2	2	2	2
	***%**	*%	*1%*	-%	*2%*	-%	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
					c												
This is not important to me - don't mind if not offered	**24**	15	22	3	4	5	14	19	**	**	**	**	24	17	24	21	23
	4%	*4%*	*8%*	*1%*	*4%*	*6%*	*3%*	*5%*	**	**	**	**	*4%*	*3%*	*4%*	*4%*	*4%*
		c	**ac**			c											
This is mandatory to me - a must have	**332**	214	128	207	54	53	223	181	**	**	**	**	311	271	313	301	330
	52%	*53%*	*44%*	*59%*	*55%*	*61%*	*54%*	*50%*	**	**	**	**	*51%*	*51%*	*51%*	*51%*	*52%*
		b		b		b											
This is a 'nice to have' , but I can live without it being offered	**105**	64	59	44	13	8	66	63	**	**	**	**	102	91	102	97	105
	16%	*16%*	*20%*	*13%*	*13%*	*9%*	*16%*	*17%*	**	**	**	**	*17%*	*17%*	*17%*	*17%*	*17%*
			ce														
This is a 'great to have' - makes a difference and can sway my decision	**178**	107	81	97	25	20	112	101	**	**	**	**	174	149	176	168	172
	28%	*27%*	*28%*	*28%*	*26%*	*23%*	*27%*	*28%*	**	**	**	**	*28%*	*28%*	*29%*	*28%*	*27%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**2**	2	2	2	**	-	**	2	-	2	**	-	2	-	2	-
	***%**	*%*	*%*	*1%*	**	-%	**	*1%*	-%	*1%*	**	-%	*1%*	-%	*%*	-%
								b								
This is not important to me - don't mind if not offered	**24**	16	22	6	**	15	**	6	13	5	**	2	7	7	15	2
	4%	*4%*	*4%*	*4%*	**	*3%*	**	*5%*	*3%*	*2%*	**	*3%*	*4%*	*5%*	*4%*	*2%*
This is mandatory to me - a must have	**332**	230	313	103	**	251	**	73	245	114	**	36	95	80	203	48
	52%	*54%*	*51%*	*58%*	**	*51%*	**	*56%*	*52%*	*52%*	**	*52%*	*52%*	*56%*	*51%*	*49%*
This is a 'nice to have' , but I can live without it being offered	**105**	70	103	24	**	86	**	19	78	35	**	9	32	19	64	21
	16%	*16%*	*17%*	*14%*	**	*17%*	**	*14%*	*17%*	*16%*	**	*14%*	*17%*	*13%*	*16%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**178**	112	174	42	**	137	**	31	134	64	**	22	49	37	116	26
	28%	*26%*	*28%*	*23%*	**	*28%*	**	*23%*	*28%*	*29%*	**	*31%*	*27%*	*26%*	*29%*	*27%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**2**	-	-	2	-	2
	***%**	-%	-%	*%	-%	*1%*
This is not important to me - don't mind if not offered	**24**	5	-	19	10	14
	4%	*3%*	-%	*4%*	*3%*	*5%*
This is mandatory to me - a must have	**332**	74	41	216	177	155
	52%	*47%*	*65%* a	*52%*	*53%*	*51%*
This is a 'nice to have' , but I can live without it being offered	**105**	27	4	71	60	45
	16%	*17%* b	*6%*	*17%* b	*18%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**178**	52	19	108	87	91
	28%	*33%*	*29%*	*26%*	*26%*	*30%*

Columns Tested: a,b,c - a,b

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**2**	-	-	-	2	-	**	**	**	-	-	**	**
	***%**	-%	-%	-%	*2%*	-%	**	**	**	-%	-%	**	**
This is not important to me - don't mind if not offered	**24**	2	2	6	2	2	**	**	**	1	1	**	**
	4%	*4%*	*3%*	*12%*	*3%*	*2%*	**	**	**	*2%*	*2%*	**	**
				defhijkl				**defhijkl**					
This is mandatory to me - a must have	**332**	29	40	22	50	45	**	**	**	11	25	**	**
	52%	*48%*	*58%*	*48%*	*69%*	*54%*	**	**	**	*20%*	*47%*	**	**
		i	**ik**	i	**acgijk**	i	**acgijk**	i	**ik**		i		**gik**
This is a 'nice to have' , but I can live without it being offered	**105**	17	10	6	6	12	**	**	**	16	6	**	**
	16%	*28%*	*14%*	*13%*	*9%*	*14%*	**	**	**	*28%*	*11%*	**	**
		cdfjl				l		l		**dfjl**		**bcdefhjl**	
This is a 'great to have' - makes a difference and can sway my decision	**178**	12	17	13	12	24	**	**	**	27	21	**	**
	28%	*20%*	*24%*	*27%*	*16%*	*29%*	**	**	**	*49%*	*40%*	**	**
										abcdefghk	**adf**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Guarantee that the parcel will arrive on time (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**2**	-	2	-	-
	***%**	-%	*1%*	-%	-%
This is not important to me - don't mind if not offered	**24**	10	4	7	2
	4%	*6%*	*2%*	*5%*	*1%*
		d			
This is mandatory to me - a must have	**332**	92	122	56	62
	52%	*52%*	*63%*	*38%*	*50%*
		c	**acd**		
This is a 'nice to have' , but I can live without it being offered	**105**	33	21	30	21
	16%	*19%*	*11%*	*21%*	*17%*
		b		b	
This is a 'great to have' - makes a difference and can sway my decision	**178**	41	44	52	40
	28%	*23%*	*23%*	*36%*	*32%*
				ab	

Columns Tested: a,b,c,d

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**7**	6	*	**	**	**	*	4	2	**	**	-
	1%	*1%*	*1%*	**	**	**	*1%*	*2%*	*1%*	**	**	*-%*
This is not important to me - don't mind if not offered	**59**	58	1	**	**	**	1	17	13	**	**	2
	9%	*9%*	*8%*	**	**	**	*5%*	*9%*	*9%*	**	**	*8%*
		cdf										
This is mandatory to me - a must have	**247**	237	5	**	**	**	10	68	65	**	**	10
	39%	*39%*	*30%*	**	**	**	*33%*	*37%*	*45%*	**	**	*30%*
									e			
This is a 'nice to have' , but I can live without it being offered	**168**	161	5	**	**	**	7	53	36	**	**	9
	26%	*26%*	*28%*	**	**	**	*25%*	*29%*	*25%*	**	**	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**159**	149	6	**	**	**	10	44	28	**	**	10
	25%	*24%*	*33%*	**	**	**	*35%*	*24%*	*19%*	**	**	*31%*
			a		a		a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**7**	-	**	-	**	**	2	**	**	**	6	*	-	1
	1%	*-%*	**	*-%*	**	**	*2%*	**	**	**	*1%*	*1%*	*-%*	*2%*
This is not important to me - don't mind if not offered	**59**	12	**	10	**	**	4	**	**	**	52	2	2	3
	9%	*17%*	**	*9%*	**	**	*4%*	**	**	**	*9%*	*9%*	*8%*	*9%*
		fh						**fh**						
This is mandatory to me - a must have	**247**	20	**	46	**	**	49	**	**	**	214	10	6	16
	39%	*31%*	**	*42%*	**	**	*46%*	**	**	**	*38%*	*39%*	*27%*	*55%*
							l							**abejl**
This is a 'nice to have' , but I can live without it being offered	**168**	18	**	26	**	**	30	**	**	**	148	6	9	5
	26%	*28%*	**	*24%*	**	**	*28%*	**	**	**	*26%*	*25%*	*39%*	*15%*
			acefghij								m		**cgijm**	
			km											
This is a 'great to have' - makes a difference and can sway my decision	**159**	16	**	28	**	**	22	**	**	**	141	7	6	6
	25%	*24%*	**	*25%*	**	**	*21%*	**	**	**	*25%*	*27%*	*26%*	*19%*
						bm								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	645	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	640	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	7	-	**	*	**	**	2	**	**	**	6	*	-	1
	1%	-%	**	*%	**	**	2%	**	**	**	1%	1%	-%	2%
This is not important to me - don't mind if not offered	59	12	**	8	**	**	6	**	**	**	52	2	2	3
	9%	16%	**	8%	**	**	5%	**	**	**	9%	8%	8%	9%
		f						f						
This is mandatory to me - a must have	247	25	**	40	**	**	54	**	**	**	214	10	6	16
	39%	34%	**	39%	**	**	44%	**	**	**	38%	36%	27%	55%
							l							acejkl
This is a 'nice to have' , but I can live without it being offered	168	22	**	27	**	**	30	**	**	**	148	6	9	5
	26%	31%	**	26%	**	**	25%	**	**	**	26%	23%	39%	15%
		m									m		ijkm	
This is a 'great to have' - makes a difference and can sway my decision	159	14	**	28	**	**	30	**	**	**	139	9	6	6
	25%	19%	**	27%	**	**	25%	**	**	**	25%	32%	26%	19%
						agm								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	7	**	-	**	**	4	**	**	1	2	4	7	-	7	**
	1%	**	-%	**	**	2%	**	**	*%	*%	3% a	1%	-%	1%	**
This is not important to me - don't mind if not offered	59	**	11	**	**	27	**	**	12	50	10	53	7	53	**
	9%	**	11%	**	**	11%	**	**	6%	10%	7%	9%	12%	8%	**
This is mandatory to me - a must have	247	**	44	**	**	97	**	**	82	198	49	231	15	243	**
	39%	**	45% d	**	**	38% d	**	**	41% d	39%	37%	39%	29%	39%	**
This is a 'nice to have' , but I can live without it being offered	168	**	22	**	**	53	**	**	67	130	38	153	15	164	**
	26%	**	22%	**	**	21%	**	**	34% be	26%	28%	26%	29%	26%	**
This is a 'great to have' - makes a difference and can sway my decision	159	**	22	**	**	72	**	**	38	126	33	144	15	156	**
	25%	**	22%	**	** h	29% h	**	**	19%	25%	25%	25%	29%	25%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	645	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	640	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	7	1	2	4	-	5	**	**	**	**	**	**	5	2	**	-	7
	1%	*%	2%	1%	-%	2%	**	**	**	**	**	**	1%	5%	**	-%	3%
						a	ai							ai			b
This is not important to me - don't mind if not offered	59	14	16	27	31	22	**	**	**	**	**	**	53	6	**	28	28
	9%	6%	13%	10%	8%	10%	**	**	**	**	**	**	9%	15%	**	9%	11%
			a														
This is mandatory to me - a must have	247	91	47	109	139	94	**	**	**	**	**	**	233	14	**	122	108
	39%	38%	38%	40%	36%	45%	**	**	**	**	**	**	39%	33%	**	37%	43%
						a											
This is a 'nice to have' , but I can live without it being offered	168	65	26	76	103	54	**	**	**	**	**	**	157	11	**	77	66
	26%	27%	20%	28%	27%	26%	**	**	**	**	**	**	26%	26%	**	23%	26%
															bc		
This is a 'great to have' - makes a difference and can sway my decision	159	68	34	55	114	36	**	**	**	**	**	**	150	9	**	101	45
	25%	28%	27%	20%	29%	17%	**	**	**	**	**	**	25%	22%	**	31%	18%
		c			b								b			c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**7**	5	7	7	7	1	6	6	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	**%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**59**	41	43	47	59	15	37	46	**	**	**	**	**	**	57	**	**	**	**	**	**	**
	9%	*9%*	*10%*	*9%*	*9%*	*7%*	*8%*	*10%* b	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**247**	159	139	177	247	73	176	147	**	**	**	**	**	**	238	**	**	**	**	**	**	**
	39%	*36%*	*33%*	*34%*	*39%*	*35%*	*40%* b	*32%*	** a	**	**	**	**	**	*38%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**168**	123	116	149	168	61	108	134	**	**	**	**	**	**	165	**	**	**	**	**	**	**
	26%	*28%*	*28%*	*29%*	*26%*	*30%*	*25%*	*29%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**159**	114	113	135	159	58	113	123	**	**	**	**	**	**	157	**	**	**	**	**	**	**
	25%	*26%*	*27%*	*26%*	*25%*	*28%*	*26%*	*27%*	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**7**	-	1	2	4	**	1	2	2	2	**	4	**	3	5	2
	1%	-%	*%	*1%*	*4%*	**	*%	*1%*	*1%*	*2%*	**	*1%*	**	*1%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**59**	8	9	15	16	**	16	10	20	13	**	40	**	15	45	14
	9%	*8%*	*7%*	*8%*	*14%*	**	*7%*	*7%*	*14%* ab	*10%*	**	*10%*	**	*8%*	*9%*	*11%*
This is mandatory to me - a must have	**247**	16	51	63	42	**	75	61	61	48	**	172	**	61	193	54
	39%	*17%*	*44%* a	*33%* a	*38%* a	**	*34%*	*42%*	*43%*	*39%*	**	*41%*	**	*33%*	*37%*	*44%*
This is a 'nice to have' , but I can live without it being offered	**168**	46	19	51	33	**	74	32	28	34	**	100	**	55	149	19
	26%	*49%* bcd	*16%*	*27%* b	*30%* b	**	*34%* bc	*22%*	*20%*	*27%*	**	*24%*	**	*30%*	*29%* b	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**159**	24	38	56	16	**	55	42	32	28	**	101	**	49	124	35
	25%	*26%* d	*32%* d	*30%* d	*14%*	**	*25%*	*29%*	*22%*	*23%*	**	*24%*	**	*27%*	*24%*	*28%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	645	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	640	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	7	7	**	4	2	7	**	4	2	-	4	1	**
	1%	1%	**	1%	1%	1%	**	1%	1%	-%	1%	1%	**
This is not important to me - don't mind if not offered	59	44	**	45	14	44	**	45	15	9	39	15	**
	9%	9%	**	9%	9%	9%	**	9%	9%	5%	10%	18% ab	**
This is mandatory to me - a must have	247	167	**	183	64	162	**	179	68	74	143	29	**
	39%	34%	**	38%	39%	34%	**	38%	40%	44% b	35%	35%	**
This is a 'nice to have' , but I can live without it being offered	168	141	**	140	29	141	**	139	29	37	119	17	**
	26%	29%	**	29% b	18%	29%	**	30% b	17%	22%	29%	20%	**
This is a 'great to have' - makes a difference and can sway my decision	159	129	**	106	54	126	**	104	55	48	100	22	**
	25%	26%	**	22%	33% a	26%	**	22%	33% a	29%	25%	27%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**7**	4	4	*	**	2	7	2	**	5	7	7	3	6	**
	1%	*2%*	*1%*	**%*	**	**%*	*2%*	*1%*	**	*1%*	*2%*	*1%*	*1%*	*2%*	**
This is not important to me - don't mind if not offered	**59**	8	38	18	**	23	51	25	**	40	42	52	33	35	**
	9%	*4%*	*11%*	*24%*	**	*5%*	*12%*	*17%*	**	*10%*	*11%*	*9%*	*8%*	*11%*	**
			a	**ab**			a	a							
This is mandatory to me - a must have	**247**	64	114	19	**	220	123	54	**	151	133	221	141	102	**
	39%	*36%*	*34%*	*24%*	**	*48%*	*29%*	*36%*	**	*36%*	*33%*	*39%*	*36%*	*31%*	**
		c				**bc**									
This is a 'nice to have' , but I can live without it being offered	**168**	46	96	19	**	96	129	33	**	113	110	155	110	92	**
	26%	*26%*	*28%*	*24%*	**	*21%*	*31%*	*22%*	**	*27%*	*28%*	*27%*	*28%*	*28%*	**
							ac								
This is a 'great to have' - makes a difference and can sway my decision	**159**	56	87	21	**	115	108	36	**	109	108	135	110	90	**
	25%	*32%*	*26%*	*28%*	**	*25%*	*26%*	*24%*	**	*26%*	*27%*	*24%*	*28%*	*28%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**7**	2	6	-	-	*	3	6	**	**	**	**	7	6	7	6	7
	1%	*1%*	*2%*	*-%*	*-%*	**%*	*1%*	*2%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
			ac														
This is not important to me - don't mind if not offered	**59**	33	37	12	14	12	40	36	**	**	**	**	57	42	57	51	59
	9%	*8%*	*13%*	*3%*	*14%*	*14%*	*10%*	*10%*	**	**	**	**	*9%*	*8%*	*9%*	*9%*	*9%*
		c	**ac**		c	c											
This is mandatory to me - a must have	**247**	138	80	181	37	29	153	123	**	**	**	**	238	211	238	228	245
	39%	*34%*	*28%*	*51%*	*38%*	*33%*	*37%*	*34%*	**	**	**	**	*39%*	*40%*	*39%*	*39%*	*39%*
		b		**abde**													
This is a 'nice to have' , but I can live without it being offered	**168**	124	95	73	16	20	120	108	**	**	**	**	156	143	158	153	164
	26%	*31%*	*33%*	*21%*	*16%*	*23%*	*29%*	*30%*	**	**	**	**	*26%*	*27%*	*26%*	*26%*	*26%*
		cd	**cd**														
This is a 'great to have' - makes a difference and can sway my decision	**159**	103	72	86	31	26	101	92	**	**	**	**	155	129	157	151	157
	25%	*26%*	*25%*	*24%*	*32%*	*30%*	*24%*	*25%*	**	**	**	**	*25%*	*24%*	*25%*	*26%*	*25%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**7**	6	7	2	**	5	**	-	7	2	**	2	-	2	4	*
	1%	*1%*	*1%*	*1%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*3%* b	*-%*	*1%*	*1%*	**%*
This is not important to me - don't mind if not offered	**59**	30	55	14	**	50	**	15	41	17	**	9	15	18	29	12
	9%	*7%*	*9%*	*8%*	**	*10%*	**	*11%*	*9%*	*8%*	**	*12%*	*8%*	*13%* b	*7%*	*12%*
This is mandatory to me - a must have	**247**	185	230	80	**	182	**	55	179	84	**	26	68	57	162	28
	39%	*43%*	*37%*	*45%*	**	*37%*	**	*42%*	*38%*	*38%*	**	*37%*	*37%*	*40%*	*40%* c	*28%*
This is a 'nice to have' , but I can live without it being offered	**168**	95	165	32	**	129	**	31	127	53	**	12	49	38	97	33
	26%	*22%*	*27%* c	*18%*	**	*26%*	**	*24%*	*27%*	*24%*	**	*18%*	*27%*	*26%*	*24%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**159**	112	157	50	**	122	**	30	116	63	**	21	53	27	107	25
	25%	*26%*	*26%*	*28%*	**	*25%*	**	*23%*	*25%*	*29%*	**	*30%*	*29%*	*19%*	*27%*	*26%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**7**	2	-	4	2	4
	1%	*1%*	*-%*	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**59**	15	-	41	29	30
	9%	*10%*	*-%*	*10%*	*9%*	*10%*
		b		b		
This is mandatory to me - a must have	**247**	73	30	144	130	117
	39%	*46%*	*48%*	*35%*	*39%*	*38%*
		c				
This is a 'nice to have' , but I can live without it being offered	**168**	27	16	125	89	79
	26%	*17%*	*26%*	*30%*	*27%*	*26%*
				a		
This is a 'great to have' - makes a difference and can sway my decision	**159**	41	17	101	83	76
	25%	*26%*	*27%*	*24%*	*25%*	*25%*

Columns Tested: a,b,c - a,b

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**7**	2	-	-	*	-	**	**	**	2	-	**	**
	1%	*3%*	*-%*	*-%*	**%*	*-%*	**	**	**	*3%*	*-%*	**	**
This is not important to me - don't mind if not offered	**59**	-	7	6	7	-	**	**	**	5	7	**	**
	9%	*-%*	*10%*	*13%*	*9%*	*-%*	**	**	**	*8%*	*13%*	**	**
			ae	**ae**	**ae**		**ae**	**ae**	**ae**	**ae**	**ae**	**ae**	**ae**
This is mandatory to me - a must have	**247**	31	25	13	35	34	**	**	**	11	14	**	**
	39%	*51%*	*36%*	*28%*	*49%*	*41%*	**	**	**	*20%*	*26%*	**	**
		cijk			**cijk**	i	**cijk**	i	i				i
This is a 'nice to have' , but I can live without it being offered	**168**	16	25	10	16	27	**	**	**	14	16	**	**
	26%	*26%*	*36%*	*22%*	*23%*	*33%*	**	**	**	*25%*	*30%*	**	**
		h	h	h	h	h	h			h	h	**gh**	h
This is a 'great to have' - makes a difference and can sway my decision	**159**	12	12	18	14	22	**	**	**	24	16	**	**
	25%	*20%*	*18%*	*37%*	*19%*	*27%*	**	**	**	*44%*	*31%*	**	**
				abdfkl					**bdfk**	**abdefgkl**	**fk**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Ability to track the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**7**	2	*	4	*
	1%	*1%*	**%*	*3%*	**%*
				b	
This is not important to me - don't mind if not offered	**59**	13	11	17	18
	9%	*7%*	*6%*	*12%*	*14%*
					ab
This is mandatory to me - a must have	**247**	69	89	49	40
	39%	*39%*	*46%*	*34%*	*32%*
			cd		
This is a 'nice to have' , but I can live without it being offered	**168**	51	52	25	41
	26%	*29%*	*27%*	*17%*	*33%*
		c	c		c
This is a 'great to have' - makes a difference and can sway my decision	**159**	42	41	51	26
	25%	*24%*	*21%*	*35%*	*21%*
				abd	

Columns Tested: a,b,c,d

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**2**	2	-	**	**	**	-	2	-	**	**	-
	***%**	*%	-%	**	**	**	-%	*1%*	-%	**	**	-%
This is not important to me - don't mind if not offered	**62**	60	1	**	**	**	1	20	12	**	**	3
	10%	*10%*	*6%*	**	**	**	*5%*	*11%*	*9%*	**	**	*8%*
		f										
This is mandatory to me - a must have	**196**	187	5	**	**	**	9	47	53	**	**	2
	31%	*31%*	*30%*	**	**	**	*30%*	*26%*	*37%*	**	**	*7%*
								e	e	e		
This is a 'nice to have' , but I can live without it being offered	**223**	213	7	**	**	**	10	75	45	**	**	14
	35%	*35%*	*37%*	**	**	**	*33%*	*41%*	*31%*	**	**	*44%*
		c	c									
This is a 'great to have' - makes a difference and can sway my decision	**157**	147	5	**	**	**	10	40	33	**	**	13
	24%	*24%*	*26%*	**	**	**	*32%*	*22%*	*23%*	**	**	*41%*
				ab	a		a					**ab**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**2**	-	**	-	**	**	2	**	**	**	2	-	-	1
	***%**	-%	**	-%	**	**	*2%*	**	**	**	**%*	-%	-%	*2%*
This is not important to me - don't mind if not offered	**62**	6	**	8	**	**	5	**	**	**	54	4	1	3
	10%	*9%*	**	*7%*	**	**	*5%*	**	**	**	*10%*	*17%*	*4%*	*10%*
			fhil			i		**cfhijl**			i	**fhil**		
This is mandatory to me - a must have	**196**	22	**	45	**	**	36	**	**	**	172	6	7	11
	31%	*34%*	**	*42%*	**	**	*34%*	**	**	**	*31%*	*23%*	*30%*	*38%*
				hik										h
This is a 'nice to have' , but I can live without it being offered	**223**	16	**	32	**	**	35	**	**	**	196	7	9	11
	35%	*24%*	**	*29%*	**	**	*33%*	**	**	**	*35%*	*30%*	*39%*	*36%*
									acfjk	**ack**				
This is a 'great to have' - makes a difference and can sway my decision	**157**	23	**	24	**	**	28	**	**	**	138	8	7	5
	24%	*34%*	**	*22%*	**	**	*26%*	**	**	**	*25%*	*31%*	*28%*	*15%*
		m										m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	**2**	-	**	-	**	**	2	**	**	**	2	-	-	1
	***%**	-%	**	-%	**	**	*2%*	**	**	**	*%*	-%	-%	*2%*
This is not important to me - don't mind if not offered	**62**	6	**	6	**	**	5	**	**	**	54	4	1	3
	10%	*8%*	**	*6%*	**	**	*5%*	**	**	**	*10%*	*15%*	*4%*	*10%*
								acfhijlm				**fil**		
This is mandatory to me - a must have	**196**	26	**	47	**	**	35	**	**	**	172	6	7	11
	31%	*36%*	**	*45%*	**	**	*28%*	**	**	**	*31%*	*21%*	*30%*	*38%*
		h		**fhijkl**										**hik**
This is a 'nice to have' , but I can live without it being offered	**223**	20	**	28	**	**	44	**	**	**	196	7	9	11
	35%	*27%*	**	*27%*	**	**	*36%*	**	**	**	*35%*	*28%*	*39%*	*36%*
									acjk	**ack**				
This is a 'great to have' - makes a difference and can sway my decision	**157**	21	**	22	**	**	36	**	**	**	136	10	7	5
	24%	*29%*	**	*21%*	**	**	*29%*	**	**	**	*24%*	*36%*	*28%*	*15%*
							m					**gjm**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	2	**	-	**	**	2	**	**	1	-	2	2	-	2	**
	*%	**	-%	**	**	1%	**	**	*%	-%	2% a	*%	-%	*%	**
This is not important to me - don't mind if not offered	62	**	8	**	**	27	**	**	18	48	14	56	6	56	**
	10%	**	8%	**	**	11%	**	**	9%	9%	10%	9%	12%	9%	**
This is mandatory to me - a must have	196	**	26	**	**	73	**	**	73	153	43	177	19	194	**
	31%	**	27%	**	**	29%	**	**	36%	30%	32%	30%	36%	31%	**
This is a 'nice to have' , but I can live without it being offered	223	**	32	**	**	88	**	**	68	185	38	209	15	216	**
	35%	**	33%	**	**	35%	**	**	34%	37%	28%	36%	28%	35%	**
This is a 'great to have' - makes a difference and can sway my decision	157	**	32	**	**	62	**	**	40	120	37	144	13	154	**
	24%	**	32% h	**	**	25%	**	**	20%	24%	28%	24%	25%	25%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**645**	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	**640**	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	**2**	1	-	2	-	2	**	**	**	**	**	**	2	-	**	-	2
	***%**	*%*	-%	*1%*	-%	*1%*	**	**	**	**	**	**	*%*	-%	**	-%	*1%*
This is not important to me - don't mind if not offered	**62**	19	11	30	39	18	**	**	**	**	**	**	57	4	**	29	23
	10%	*8%*	*9%*	*11%*	*10%*	*9%*	**	**	**	**	**	**	*10%*	*10%*	**	*9%*	*9%*
This is mandatory to me - a must have	**196**	76	34	86	110	71	**	**	**	**	**	**	181	15	**	95	86
	31%	*32%*	*28%*	*32%*	*28%*	*34%*	**	**	**	**	**	**	*30%*	*36%*	**	*29%*	*34%*
This is a 'nice to have' , but I can live without it being offered	**223**	86	45	91	134	71	**	**	**	**	**	**	204	19	**	110	90
	35%	*36%*	*36%*	*34%*	*35%*	*34%*	**	**	**	**	**	**	*34%*	*45%*	**	*34%*	*35%*
This is a 'great to have' - makes a difference and can sway my decision	**157**	58	34	62	104	48	**	**	**	**	**	**	153	4	**	94	52
	24%	*24%*	*28%*	*23%*	*27%*	*23%*	**	**	**	**	**	**	*26%*	*9%*	**	*29%*	*21%*
					cj	cj							cj			c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**2**	2	2	2	2	1	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*1%*	*1%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**62**	35	31	43	62	16	39	35	**	**	**	**	**	**	59	**	**	**	**	**	**	**
	10%	*8%*	*8%*	*8%*	*10%*	*8%*	*9%*	*8%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**196**	133	131	157	196	73	131	132	**	**	**	**	**	**	189	**	**	**	**	**	**	**
	31%	*30%*	*31%*	*31%*	*31%*	*35%*	*30%*	*29%*	** a	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**223**	147	138	171	223	66	154	153	**	**	**	**	**	**	214	**	**	**	**	**	**	**
	35%	*33%*	*33%*	*33%*	*35%*	*32%*	*35%*	*34%*	**	**	**	**	**	**	*35%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**157**	124	114	140	157	53	113	134	**	**	**	**	**	**	156	**	**	**	**	**	**	**
	24%	*28%*	*27%*	*27%*	*24%*	*26%*	*26%*	*29%* b	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**2**	-	1	2	-	**	1	-	2	-	**	2	**	1	2	-
	***%**	-%	*%	*1%*	-%	**	*%*	-%	*1%*	-%	**	*%*	**	*%*	*%*	-%
This is not important to me - don't mind if not offered	**62**	12	10	8	12	**	24	15	13	10	**	45	**	13	47	15
	10%	*13%*	*9%*	*4%*	*10%*	**	*11%*	*10%*	*9%*	*8%*	**	*11%*	**	*7%*	*9%*	*12%*
		c			c											
This is mandatory to me - a must have	**196**	28	33	58	34	**	64	35	50	45	**	127	**	56	157	39
	31%	*30%*	*28%*	*31%*	*30%*	**	*29%*	*24%*	*35%*	*36%*	**	*30%*	**	*31%*	*30%*	*32%*
									b	b						
This is a 'nice to have' , but I can live without it being offered	**223**	32	36	59	45	**	86	50	41	46	**	144	**	66	184	39
	35%	*34%*	*31%*	*32%*	*40%*	**	*39%*	*34%*	*29%*	*37%*	**	*34%*	**	*36%*	*36%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**157**	22	36	60	21	**	47	48	36	24	**	100	**	47	126	30
	24%	*24%*	*31%*	*32%*	*19%*	**	*21%*	*32%*	*25%*	*19%*	**	*24%*	**	*26%*	*24%*	*25%*
			d	d				**ad**								

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**2**	2	**	2	-	2	**	2	-	-	2	1	**
	***%**	*%*	**	*1%*	*-%*	*%*	**	*1%*	*-%*	*-%*	*1%*	*1%*	**
This is not important to me - don't mind if not offered	**62**	39	**	45	17	39	**	47	15	6	30	10	**
	10%	*8%*	**	*9%*	*10%*	*8%*	**	*10%*	*9%*	*4%*	*7%*	*12%* a	**
This is mandatory to me - a must have	**196**	149	**	153	43	149	**	145	51	62	119	26	**
	31%	*31%*	**	*32%*	*26%*	*31%*	**	*31%*	*30%*	*37%*	*29%*	*32%*	**
This is a 'nice to have' , but I can live without it being offered	**223**	164	**	171	52	161	**	176	47	48	140	24	**
	35%	*34%*	**	*36%*	*32%*	*33%*	**	*37%* b	*28%*	*28%*	*35%*	*29%*	**
This is a 'great to have' - makes a difference and can sway my decision	**157**	134	**	105	52	129	**	101	55	52	113	22	**
	24%	*27%*	**	*22%*	*32%* a	*27%*	**	*21%*	*33%* a	*31%*	*28%*	*27%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**2**	-	2	-	**	-	2	-	**	2	2	2	1	2	**
	***%**	-%	*1%*	-%	**	-%	*1%*	-%	**	*1%*	*1%*	*%*	*%*	*1%*	**
This is not important to me - don't mind if not offered	**62**	7	24	13	**	31	53	15	**	33	31	54	24	32	**
	10%	*4%*	*7%*	*17%* **ab**	**	*7%*	*13%* a	*10%*	**	*8%*	*8%*	*9%*	*6%*	*10%* a	**
This is mandatory to me - a must have	**196**	63	101	18	**	158	98	51	**	126	127	175	129	82	**
	31%	*36%* c	*30%*	*23%*	**	*35%* b	*23%*	*34%* b	**	*30%*	*32%*	*31%*	*32%* b	*25%*	**
This is a 'nice to have' , but I can live without it being offered	**223**	49	123	30	**	150	157	45	**	139	132	200	128	120	**
	35%	*27%*	*36%* a	*39%* a	**	*33%*	*38%*	*30%*	**	*33%*	*33%*	*35%*	*32%*	*37%*	**
This is a 'great to have' - makes a difference and can sway my decision	**157**	59	90	17	**	117	107	40	**	117	107	138	116	89	**
	24%	*33%* c	*26%*	*22%*	**	*26%*	*26%*	*26%*	**	*28%*	*27%*	*24%*	*29%*	*27%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**2**	-	2	-	-	-	1	2	**	**	**	**	2	2	2	2	2
	***%**	-%	*1%*	-%	-%	-%	*%*	*1%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
This is not important to me - don't mind if not offered	**62**	34	46	13	6	9	35	43	**	**	**	**	60	43	60	52	57
	10%	*9%*	*16%*	*4%*	*6%*	*10%*	*8%*	*12%*	**	**	**	**	*10%*	*8%*	*10%*	*9%*	*9%*
		c	**acd**			c											
This is mandatory to me - a must have	**196**	125	61	140	33	28	129	98	**	**	**	**	179	161	182	186	194
	31%	*31%*	*21%*	*40%*	*34%*	*32%*	*31%*	*27%*	**	**	**	**	*29%*	*30%*	*30%*	*32%*	*31%*
		b		**ab**	b	b											
This is a 'nice to have' , but I can live without it being offered	**223**	139	113	109	26	31	143	132	**	**	**	**	218	182	218	200	221
	35%	*35%*	*39%*	*31%*	*27%*	*35%*	*34%*	*36%*	**	**	**	**	*36%*	*34%*	*35%*	*34%*	*35%*
			cd														
This is a 'great to have' - makes a difference and can sway my decision	**157**	102	68	89	32	20	109	88	**	**	**	**	153	142	153	149	156
	24%	*25%*	*23%*	*25%*	*33%*	*23%*	*26%*	*24%*	**	**	**	**	*25%*	*27%*	*25%*	*25%*	*25%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**2**	2	2	-	**	2	**	-	2	-	**	-	-	-	2	-
	***%**	*%*	*%*	-%	**	*%*	**	-%	*1%*	-%	**	-%	-%	-%	*1%*	-%
This is not important to me - don't mind if not offered	**62**	28	60	14	**	47	**	13	45	19	**	8	20	14	35	13
	10%	*7%*	*10%*	*8%*	**	*10%*	**	*10%*	*10%*	*8%*	**	*12%*	*11%*	*10%*	*9%*	*13%*
This is mandatory to me - a must have	**196**	141	187	60	**	145	**	46	138	71	**	24	57	46	122	28
	31%	*33%*	*30%*	*34%*	**	*30%*	**	*35%*	*29%*	*33%*	**	*34%*	*31%*	*32%*	*31%*	*28%*
This is a 'nice to have' , but I can live without it being offered	**223**	147	209	54	**	166	**	35	172	63	**	19	54	48	140	35
	35%	*34%*	*34%*	*30%*	**	*34%*	**	*27%*	*37%* a	*29%*	**	*27%*	*29%*	*34%*	*35%*	*36%*
This is a 'great to have' - makes a difference and can sway my decision	**157**	111	156	49	**	128	**	37	113	66	**	19	53	34	100	23
	24%	*26%*	*25%*	*28%*	**	*26%*	**	*28%*	*24%*	*30%*	**	*27%*	*29%*	*24%*	*25%*	*23%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**2**	-	-	2	-	2
	***%**	-%	-%	*1%*	-%	*1%*
This is not important to me - don't mind if not offered	**62**	14	2	42	22	40
	10%	*9%*	*4%*	*10%*	*7%*	*13%* a
This is mandatory to me - a must have	**196**	52	18	126	96	100
	31%	*33%*	*29%*	*30%*	*29%*	*33%*
This is a 'nice to have' , but I can live without it being offered	**223**	48	27	149	135	88
	35%	*30%*	*42%*	*36%*	*40%* b	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**157**	44	16	97	81	76
	24%	*28%*	*25%*	*23%*	*24%*	*25%*

Columns Tested: a,b,c - a,b

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**2**	-	-	-	-	-	**	**	**	2	-	**	**
	***%**	-%	-%	-%	-%	-%	**	**	**	*3%*	-%	**	**
This is not important to me - don't mind if not offered	**62**	2	7	4	4	6	**	**	**	5	5	**	**
	10%	*3%*	*10%*	*9%*	*6%*	*7%*	**	**	**	*10%*	*9%*	**	**
			f					**adf**	**af**			**abcdefijl**	
This is mandatory to me - a must have	**196**	18	18	5	31	28	**	**	**	12	15	**	**
	31%	*30%*	*26%*	*11%*	*43%*	*33%*	**	**	**	*22%*	*27%*	**	**
		c	c		**cik**	c	**ci**	c	c		c		c
This is a 'nice to have' , but I can live without it being offered	**223**	26	26	22	19	31	**	**	**	17	21	**	**
	35%	*43%*	*38%*	*46%*	*27%*	*37%*	**	**	**	*31%*	*39%*	**	**
		dhk		**dhk**									
This is a 'great to have' - makes a difference and can sway my decision	**157**	14	18	17	17	18	**	**	**	19	13	**	**
	24%	*23%*	*26%*	*35%*	*24%*	*22%*	**	**	**	*35%*	*24%*	**	**
				l						l			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Ability to choose an express or next day service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**2**	-	-	2	-
	***%**	-%	-%	*2%*	-%
This is not important to me - don't mind if not offered	**62**	13	11	20	19
	10%	*7%*	*6%*	*14%*	*15%*
				b	**ab**
This is mandatory to me - a must have	**196**	41	74	44	37
	31%	*23%*	*39%*	*30%*	*29%*
			a		
This is a 'nice to have' , but I can live without it being offered	**223**	74	63	42	44
	35%	*42%*	*33%*	*29%*	*35%*
		c			
This is a 'great to have' - makes a difference and can sway my decision	**157**	48	45	38	26
	24%	*27%*	*23%*	*26%*	*21%*

Columns Tested: a,b,c,d

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**12**	12	-	**	**	**	-	6	2	**	**	-
	2%	*2%* f	*-%*	**	**	**	*-%*	*3%*	*2%*	**	**	*-%*
This is not important to me - don't mind if not offered	**141**	136	3	**	**	**	5	45	24	**	**	9
	22%	*22%*	*19%*	**	**	**	*17%*	*25%*	*16%*	** **ab**	**	*30%* b
This is mandatory to me - a must have	**95**	90	3	**	**	**	5	18	21	**	**	3
	15%	*15%*	*18%*	**	**	**	*19%*	*10%*	*15%*	**	**	*9%*
This is a 'nice to have' , but I can live without it being offered	**244**	234	6	**	**	**	11	77	65	**	**	9
	38%	*38%*	*33%*	**	**	**	*35%*	*42%*	*45%* e	**	**	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	138	6	**	**	**	9	39	31	**	**	10
	23%	*23%*	*31%* a	**	**	**	*29%*	*21%*	*22%*	**	**	*32%* c

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	**d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**12**	-	**	-	**	**	2	**	**	**	10	-	*	2
	2%	*-%*	**	*-%*	**	**	*2%*	**	**	**	*2%*	*-%*	*2%*	*6%*
						achijk								**cjk**
This is not important to me - don't mind if not offered	**141**	17	**	20	**	**	15	**	**	**	126	6	3	7
	22%	*26%*	**	*18%*	**	**	*14%*	**	**	**	*22%*	*23%*	*14%*	*22%*
						cfhl		**cfhijl**						
This is mandatory to me - a must have	**95**	8	**	14	**	**	24	**	**	**	80	5	4	7
	15%	*12%*	**	*12%*	**	**	*23%*	**	**	**	*14%*	*18%*	*16%*	*23%*
This is a 'nice to have' , but I can live without it being offered	**244**	26	**	48	**	**	38	**	**	**	214	9	9	11
	38%	*39%*	**	*44%*	**	**	*36%*	**	**	**	*38%*	*38%*	*40%*	*38%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	15	**	28	**	**	27	**	**	**	131	5	7	4
	23%	*23%*	**	*25%*	**	**	*26%*	**	**	**	*23%*	*21%*	*28%*	*12%*
				m			m		**egm**	**gm**	m		**gm**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	**12**	-	**	-	**	**	2	**	**	**	10	-	*	2
	2%	*-%*	**	*-%*	**	**	*2%*	**	**	**	*2%*	*-%*	*2%*	*6%*
						acfhijk								**cjk**
This is not important to me - don't mind if not offered	**141**	17	**	16	**	**	19	**	**	**	126	6	3	7
	22%	*24%*	**	*15%*	**	**	*16%*	**	**	**	*23%*	*21%*	*14%*	*22%*
						cfjl		**acfhijklm**						
This is mandatory to me - a must have	**95**	10	**	14	**	**	23	**	**	**	80	5	4	7
	15%	*14%*	**	*13%*	**	**	*19%*	**	**	**	*14%*	*17%*	*16%*	*23%*
This is a 'nice to have' , but I can live without it being offered	**244**	28	**	46	**	**	44	**	**	**	214	9	9	11
	38%	*38%*	**	*44%*	**	**	*36%*	**	**	**	*38%*	*35%*	*40%*	*38%*
				e										
This is a 'great to have' - makes a difference and can sway my decision	**147**	17	**	28	**	**	33	**	**	**	130	7	7	4
	23%	*23%*	**	*27%*	**	**	*27%*	**	**	**	*23%*	*27%*	*28%*	*12%*
				gm			**gm**		**gm**	**gm**	m	**gm**	**gm**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	12	**	-	**	**	2	**	**	7	8	4	12	-	12	**
	2%	**	*-%*	**	** be	*1%*	**	**	*4%*	*2%*	*3%*	*2%*	*-%*	*2%*	**
This is not important to me - don't mind if not offered	141	**	21	**	**	62	**	**	32	119	23	137	5	132	**
	22%	**	*22%*	**	**	*25%* h	**	**	*16%*	*23%*	*17%*	*23%* b	*9%*	*21%*	**
This is mandatory to me - a must have	95	**	20	**	**	35	**	**	33	73	22	85	10	95	**
	15%	**	*20%* d	**	**	*14%*	**	**	*17%*	*14%*	*17%*	*14%*	*19%*	*15%*	**
This is a 'nice to have' , but I can live without it being offered	244	**	34	**	**	87	**	**	89	189	55	226	19	240	**
	38%	**	*34%*	**	**	*35%*	**	**	*44%* e	*37%*	*41%*	*38%*	*36%*	*39%*	**
This is a 'great to have' - makes a difference and can sway my decision	147	**	24	**	**	65	**	**	39	118	29	128	19	143	**
	23%	**	*24%*	**	**	*26%*	**	**	*19%*	*23%*	*22%*	*22%*	*37%* a	*23%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	645	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	640	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	12	5	2	5	5	7	**	**	**	**	**	**	12	-	**	4	7
	2%	2%	2%	2%	1%	3%	**	**	**	**	**	**	2%	-%	**	1%	3%
This is not important to me - don't mind if not offered	141	50	23	67	86	41	**	**	**	**	**	**	126	15	**	73	56
	22%	21%	19%	25%	22%	19%	**	**	**	**	**	**	21%	36%	**	22%	22%
							abi							abi			
This is mandatory to me - a must have	95	30	22	43	45	42	**	**	**	**	**	**	87	8	**	42	50
	15%	13%	18%	16%	12%	20%	**	**	**	**	**	**	15%	19%	**	13%	20%
						ai											ab
This is a 'nice to have' , but I can live without it being offered	244	100	46	96	160	76	**	**	**	**	**	**	235	9	**	128	85
	38%	42%	37%	35%	41%	36%	**	**	**	**	**	**	39%	21%	**	39%	34%
					cj	j							cj		c		
This is a 'great to have' - makes a difference and can sway my decision	147	54	31	61	91	45	**	**	**	**	**	**	137	10	**	81	56
	23%	23%	24%	22%	24%	22%	**	**	**	**	**	**	23%	24%	**	25%	22%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**12**	10	5	10	12	7	7	8	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*2%*	*3%* b	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**141**	89	83	106	141	45	104	98	**	**	**	**	**	**	134	**	**	**	**	**	**	**
	22%	*20%*	*20%*	*21%*	*22%*	*22%*	*24%*	*21%* b	**	**	**	**	**	**	*22%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**95**	63	60	72	95	37	59	55	**	**	**	**	**	**	89	**	**	**	**	**	**	**
	15%	*14%*	*14%*	*14%*	*15%*	*18%*	*13%*	*12%*	** a	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**244**	172	162	197	244	72	168	174	**	**	**	**	**	**	242	**	**	**	**	**	**	**
	38%	*39%*	*39%*	*38%*	*38%*	*34%*	*38%*	*38%*	**	**	**	**	**	**	*39%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**147**	108	106	129	147	47	101	121	**	**	**	**	**	**	145	**	**	**	**	**	**	**
	23%	*24%*	*26%*	*25%*	*23%*	*23%*	*23%*	*27%* b	**	**	**	**	**	**	*23%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**12**	2	1	4	*	**	3	3	4	2	**	8	**	4	12	-
	2%	*2%*	*1%*	*2%*	*%*	**	*2%*	*2%*	*3%*	*1%*	**	*2%*	**	*2%*	*2%*	-%
This is not important to me - don't mind if not offered	**141**	16	27	38	25	**	47	31	35	28	**	103	**	29	113	29
	22%	*17%*	*23%*	*20%*	*23%*	**	*21%*	*21%*	*25%*	*23%*	**	*25%* c	**	*16%*	*22%*	*23%*
This is mandatory to me - a must have	**95**	8	17	28	19	**	31	13	26	25	**	59	**	31	80	15
	15%	*9%*	*15%*	*15%*	*17%*	**	*14%*	*8%*	*19%* b	*20%* b	**	*14%*	**	*17%*	*16%*	*12%*
This is a 'nice to have' , but I can live without it being offered	**244**	43	38	65	47	**	92	65	36	50	**	158	**	72	191	53
	38%	*46%*	*33%*	*35%*	*42%*	**	*41%* c	*44%* c	*26%*	*40%* c	**	*38%*	**	*39%*	*37%*	*43%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	24	33	52	19	**	48	37	40	20	**	89	**	46	120	27
	23%	*26%*	*29%* d	*28%* d	*17%*	**	*22%*	*25%*	*28%* d	*16%*	**	*21%*	**	*26%*	*23%*	*22%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**12**	10	**	12	-	10	**	12	-	2	10	3	**
	2%	*2%*	**	*3%*	*-%*	*2%*	**	*3%* b	*-%*	*1%*	*2%*	*4%*	**
This is not important to me - don't mind if not offered	**141**	99	**	106	35	97	**	104	37	20	84	21	**
	22%	*20%*	**	*22%*	*22%*	*20%*	**	*22%*	*22%*	*12%*	*21%* a	*25%* a	**
This is mandatory to me - a must have	**95**	68	**	75	20	68	**	75	20	25	60	12	**
	15%	*14%*	**	*16%*	*12%*	*14%*	**	*16%*	*12%*	*15%*	*15%*	*14%*	**
This is a 'nice to have' , but I can live without it being offered	**244**	182	**	181	63	181	**	180	65	71	155	27	**
	38%	*37%*	**	*38%*	*39%*	*38%*	**	*38%*	*38%*	*43%*	*38%*	*33%*	**
This is a 'great to have' - makes a difference and can sway my decision	**147**	129	**	102	45	125	**	100	47	49	96	20	**
	23%	*26%*	**	*21%*	*28%*	*26%*	**	*21%*	*28%*	*29%*	*24%*	*24%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**12**	-	5	2	**	7	9	2	**	8	5	10	4	5	**
	2%	-%	*2%*	*3%* a	**	*1%*	*2%*	*2%*	**	*2%*	*1%*	*2%*	*1%*	*2%*	**
This is not important to me - don't mind if not offered	**141**	30	68	23	**	86	99	45	**	84	81	128	75	83	**
	22%	*17%*	*20%*	*29%* a	**	*19%*	*24%*	*30%* a	**	*20%*	*20%*	*22%*	*19%*	*26%* a	**
This is mandatory to me - a must have	**95**	28	47	13	**	73	48	19	**	61	58	81	57	45	**
	15%	*16%*	*14%*	*17%*	**	*16%* b	*11%*	*12%*	**	*15%*	*15%*	*14%*	*14%*	*14%*	**
This is a 'nice to have' , but I can live without it being offered	**244**	58	143	24	**	172	175	51	**	156	150	219	151	111	**
	38%	*33%*	*42%* a	*32%*	**	*38%*	*42%*	*34%*	**	*37%*	*37%*	*38%*	*38%*	*34%*	**
This is a 'great to have' - makes a difference and can sway my decision	**147**	62	77	15	**	117	86	32	**	108	106	131	110	81	**
	23%	*35%* bc	*23%*	*19%*	**	*26%*	*21%*	*22%*	**	*26%*	*26%*	*23%*	*28%*	*25%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**12**	7	5	5	-	2	2	8	**	**	**	**	12	8	12	8	10
	2%	*2%*	*2%*	*1%*	*-%*	*2%*	*1%*	*2%*	**	**	**	**	*2%*	*1%*	*2%*	*1%*	*2%*
								a									
This is not important to me - don't mind if not offered	**141**	78	86	49	24	21	88	94	**	**	**	**	137	115	137	126	140
	22%	*19%*	*30%*	*14%*	*24%*	*24%*	*21%*	*26%*	**	**	**	**	*22%*	*22%*	*22%*	*21%*	*22%*
		c	**ac**		c	c											
This is mandatory to me - a must have	**95**	55	34	62	12	17	63	48	**	**	**	**	88	76	88	87	95
	15%	*14%*	*12%*	*18%*	*12%*	*19%*	*15%*	*13%*	**	**	**	**	*14%*	*14%*	*14%*	*15%*	*15%*
				b													
This is a 'nice to have' , but I can live without it being offered	**244**	174	109	140	38	29	166	134	**	**	**	**	233	207	235	227	244
	38%	*43%*	*38%*	*40%*	*39%*	*34%*	*40%*	*37%*	**	**	**	**	*38%*	*39%*	*38%*	*39%*	*39%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	87	56	96	24	18	98	82	**	**	**	**	141	124	143	141	143
	23%	*22%*	*19%*	*27%*	*25%*	*21%*	*23%*	*22%*	**	**	**	**	*23%*	*23%*	*23%*	*24%*	*23%*
				b													

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**12**	4	10	-	**	7	**	1	9	2	**	-	2	3	7	2
	2%	*1%*	*2%*	*-%*	**	*2%*	**	**%*	*2%*	*1%*	**	*-%*	*1%*	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**141**	90	138	29	**	112	**	30	103	49	**	15	43	29	81	32
	22%	*21%*	*22%*	*17%*	**	*23%*	**	*23%*	*22%*	*22%*	**	*21%*	*23%*	*20%*	*20%*	*33%* ab
This is mandatory to me - a must have	**95**	64	85	30	**	64	**	26	63	33	**	13	24	19	67	9
	15%	*15%*	*14%*	*17%*	**	*13%*	**	*20%*	*13%*	*15%*	**	*19%*	*13%*	*13%*	*17%*	*9%*
This is a 'nice to have' , but I can live without it being offered	**244**	167	238	76	**	187	**	42	184	79	**	23	71	64	150	30
	38%	*39%*	*39%*	*43%*	**	*38%*	**	*32%*	*39%*	*36%*	**	*32%*	*38%*	*45%* c	*38%*	*31%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	103	143	42	**	119	**	32	112	55	**	19	45	28	95	24
	23%	*24%*	*23%*	*24%*	**	*24%*	**	*25%*	*24%*	*25%*	**	*28%*	*24%*	*19%*	*24%*	*24%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**12**	1	-	11	4	8
	2%	**%*	*-%*	*3%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**141**	33	11	95	70	72
	22%	*21%*	*17%*	*23%*	*21%*	*23%*
This is mandatory to me - a must have	**95**	25	12	57	50	45
	15%	*16%*	*20%*	*14%*	*15%*	*15%*
This is a 'nice to have' , but I can live without it being offered	**244**	60	30	154	132	113
	38%	*38%*	*47%*	*37%*	*40%*	*37%*
This is a 'great to have' - makes a difference and can sway my decision	**147**	39	10	98	78	69
	23%	*25%*	*16%*	*24%*	*24%*	*22%*

Columns Tested: a,b,c - a,b

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**12**	4	-	-	1	-	**	**	**	2	*	**	**
	2%	*7%*	*-%*	*-%*	*1%*	*-%*	**	**	**	*3%*	*1%*	**	**
		bde											e
This is not important to me - don't mind if not offered	**141**	6	19	9	15	20	**	**	**	11	14	**	**
	22%	*11%*	*27%*	*18%*	*21%*	*24%*	**	**	**	*20%*	*27%*	**	**
			al			a		**al**	**al**		**al**		
This is mandatory to me - a must have	**95**	14	14	4	13	9	**	**	**	3	8	**	**
	15%	*22%*	*20%*	*9%*	*18%*	*11%*	**	**	**	*6%*	*14%*	**	**
		i	i		i							i	
This is a 'nice to have' , but I can live without it being offered	**244**	21	23	20	29	39	**	**	**	23	19	**	**
	38%	*34%*	*33%*	*43%*	*40%*	*48%*	**	**	**	*41%*	*35%*	**	**
				h	h	**gh**	h			h		h	**abghj**
This is a 'great to have' - makes a difference and can sway my decision	**147**	16	14	14	15	15	**	**	**	17	12	**	**
	23%	*26%*	*20%*	*30%*	*20%*	*18%*	**	**	**	*30%*	*23%*	**	**
				l					**el**	l			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Ability to select a specific date/time for delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**12**	4	1	4	3
	2%	*2%*	**%*	*3%*	*2%*
				b	
This is not important to me - don't mind if not offered	**141**	33	43	39	26
	22%	*19%*	*22%*	*27%*	*21%*
This is mandatory to me - a must have	**95**	31	27	16	22
	15%	*18%*	*14%*	*11%*	*17%*
This is a 'nice to have' , but I can live without it being offered	**244**	64	84	44	52
	38%	*36%*	*44%*	*30%*	*42%*
			c		c
This is a 'great to have' - makes a difference and can sway my decision	**147**	43	39	43	22
	23%	*25%*	*20%*	*29%*	*18%*
				bd	

Columns Tested: a,b,c,d

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**5**	5	*	**	**	**	*	-	2	**	**	-
	1%	*1%*	**%*	**	**	**	**%*	-%	*1%*	**	**	-%
This is not important to me - don't mind if not offered	**39**	37	1	**	**	**	2	11	5	**	**	2
	6%	*6%*	*8%*	**	**	**	*5%*	*6%*	*3%*	** **ab**	**	*7%*
This is mandatory to me - a must have	**230**	219	7	**	**	**	12	65	59	**	**	6
	36%	*36%*	*42%*	**	**	**	*39%*	*35%* e	*42%* e	** e	**	*20%*
This is a 'nice to have' , but I can live without it being offered	**194**	188	4	**	**	**	6	68	44	**	**	10
	30%	*31%* f	*23%*	**	**	**	*22%*	*37%* c	*31%* c	**	**	*30%* c
This is a 'great to have' - makes a difference and can sway my decision	**172**	162	5	**	**	**	10	40	33	**	**	13
	27%	*27%*	*28%*	** a	** **ab**	**	*34%* a	*22%*	*23%*	**	**	*43%* **ab**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	**d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**5**	2	**	-	**	**	-	**	**	**	4	-	*	1
	1%	*3%*	**	*-%*	**	**	*-%*	**	**	**	*1%*	*-%*	**%*	*2%*
						cfj								
This is not important to me - don't mind if not offered	**39**	4	**	2	**	**	6	**	**	**	31	2	3	2
	6%	*6%*	**	*2%*	**	**	*6%*	**	**	**	*6%*	*10%*	*12%*	*7%*
						ci		**ci**				c	**cij**	
This is mandatory to me - a must have	**230**	23	**	39	**	**	38	**	**	**	203	6	8	13
	36%	*35%*	**	*35%*	**	**	*36%*	**	**	**	*36%*	*24%*	*35%*	*42%*
								k		k				k
This is a 'nice to have' , but I can live without it being offered	**194**	20	**	31	**	**	36	**	**	**	170	10	5	10
	30%	*30%*	**	*28%*	**	**	*34%*	**	**	**	*30%*	*38%*	*20%*	*32%*
			gl									**gl**		
This is a 'great to have' - makes a difference and can sway my decision	**172**	17	**	38	**	**	26	**	**	**	152	7	8	5
	27%	*26%*	**	*35%*	**	**	*24%*	**	**	**	*27%*	*28%*	*32%*	*17%*
				bm					m				m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	645	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	640	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	5	2	**	-	**	**	-	**	**	**	4	-	*	1
	1%	3%	**	-%	**	**	-%	**	**	**	1%	-%	*%	2%
						cfj								
This is not important to me - don't mind if not offered	39	2	**	2	**	**	8	**	**	**	31	2	3	2
	6%	3%	**	2%	**	**	7%	**	**	**	6%	9%	12%	7%
						ci		ci					cij	
This is mandatory to me - a must have	230	25	**	40	**	**	41	**	**	**	203	6	8	13
	36%	35%	**	39%	**	**	33%	**	**	**	36%	23%	35%	42%
				k						ehk	k			k
This is a 'nice to have' , but I can live without it being offered	194	24	**	25	**	**	39	**	**	**	170	10	5	10
	30%	33%	**	24%	**	**	32%	**	**	**	30%	35%	20%	32%
									l			l		
This is a 'great to have' - makes a difference and can sway my decision	172	19	**	36	**	**	34	**	**	**	150	9	8	5
	27%	26%	**	35%	**	**	28%	**	**	**	27%	33%	32%	17%
				m								m	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	5	**	2	**	**	-	**	**	1	4	1	5	-	5	**
	1%	**	*2%*	**	**	*-%*	**	**	**%*	*1%*	**%*	*1%*	*-%*	*1%*	**
			e		eh										
This is not important to me - don't mind if not offered	39	**	4	**	**	26	**	**	4	25	13	38	*	35	**
	6%	**	*5%*	**	**	*10%*	**	**	*2%*	*5%*	*10%*	*7%*	**%*	*6%*	**
						h					a				
This is mandatory to me - a must have	230	**	32	**	**	92	**	**	83	183	47	205	25	227	**
	36%	**	*33%*	**	**	*37%*	**	**	*42%*	*36%*	*35%*	*35%*	*47%*	*36%*	**
			d			d			d						
This is a 'nice to have' , but I can live without it being offered	194	**	29	**	**	70	**	**	61	155	39	181	13	190	**
	30%	**	*30%*	**	**	*28%*	**	**	*30%*	*31%*	*30%*	*31%*	*25%*	*31%*	**
This is a 'great to have' - makes a difference and can sway my decision	172	**	30	**	**	63	**	**	51	138	33	158	14	165	**
	27%	**	*31%*	**	**	*25%*	**	**	*26%*	*27%*	*25%*	*27%*	*27%*	*27%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**645**	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	**640**	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	**5**	5	-	*	2	3	**	**	**	**	**	**	5	*	**	2	3
	1%	*2%*	*-%*	**%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**%*	**	*1%*	*1%*
		c															
This is not important to me - don't mind if not offered	**39**	11	12	14	28	9	**	**	**	**	**	**	37	2	**	24	11
	6%	*4%*	*9%*	*5%*	*7%*	*4%*	**	**	**	**	**	**	*6%*	*4%*	**	*7%*	*4%*
This is mandatory to me - a must have	**230**	77	45	107	121	88	**	**	**	**	**	**	209	21	**	104	109
	36%	*32%*	*36%*	*40%*	*31%*	*42%*	**	**	**	**	**	**	*35%*	*49%*	**	*32%*	*43%*
						a								**ai**			**ab**
This is a 'nice to have' , but I can live without it being offered	**194**	76	37	81	127	56	**	**	**	**	**	**	183	11	**	104	67
	30%	*32%*	*30%*	*30%*	*33%*	*27%*	**	**	**	**	**	**	*31%*	*25%*	**	*32%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**172**	71	32	68	109	54	**	**	**	**	**	**	163	9	**	93	63
	27%	*30%*	*26%*	*25%*	*28%*	*26%*	**	**	**	**	**	**	*27%*	*21%*	**	*28%*	*25%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**5**	5	3	5	5	3	2	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**39**	20	20	26	39	15	26	25	**	**	**	**	**	**	36	**	**	**	**	**	**	**
	6%	*4%*	*5%*	*5%*	*6%*	*7%*	*6%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**230**	148	151	182	230	64	143	149	**	**	**	**	**	**	219	**	**	**	**	**	**	**
	36%	*34%*	*36%*	*35%*	*36%*	*31%*	*32%*	*33%*	** a	**	**	**	**	**	*35%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**194**	133	117	150	194	66	145	134	**	**	**	**	**	**	191	**	**	**	**	**	**	**
	30%	*30%*	*28%*	*29%*	*30%*	*32%*	*33%*	*30%*	**	**	**	**	**	**	*31%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**172**	136	127	151	172	59	123	143	**	**	**	**	**	**	170	**	**	**	**	**	**	**
	27%	*31%*	*30%*	*29%*	*27%*	*29%*	*28%*	*31%* b	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**5**	2	1	2	*	**	3	-	2	*	**	2	**	3	3	2
	1%	*2%*	**%*	*1%*	**%*	**	*1%*	*-%*	*1%*	**%*	**	*1%*	**	*2%*	*1%*	*2%*
		d														
This is not important to me - don't mind if not offered	**39**	3	11	7	5	**	17	10	7	5	**	24	**	7	32	7
	6%	*3%*	*10%*	*4%*	*4%*	**	*8%*	*6%*	*5%*	*4%*	**	*6%*	**	*4%*	*6%*	*5%*
			c										**ac**				
This is mandatory to me - a must have	**230**	35	38	70	36	**	65	55	51	58	**	156	**	58	185	46
	36%	*38%*	*32%*	*37%*	*33%*	**	*29%*	*37%*	*35%*	*47%*	**	*37%*	**	*32%*	*36%*	*37%*
										a						
This is a 'nice to have' , but I can live without it being offered	**194**	27	31	52	38	**	77	42	39	36	**	131	**	55	152	42
	30%	*29%*	*27%*	*28%*	*34%*	**	*35%*	*28%*	*27%*	*29%*	**	*31%*	**	*30%*	*30%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**172**	26	36	56	33	**	59	42	43	26	**	105	**	59	145	27
	27%	*28%*	*31%*	*30%*	*29%*	**	*27%*	*28%*	*31%*	*21%*	**	*25%*	**	*32%*	*28%*	*22%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**5**	5	**	3	2	5	**	3	2	*	5	3	**
	1%	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*%*	*1%*	*3%* a	**
This is not important to me - don't mind if not offered	**39**	26	**	29	9	26	**	31	7	4	17	1	**
	6%	*5%*	**	*6%*	*6%*	*5%*	**	*7%*	*4%*	*2%*	*4%*	*2%*	**
This is mandatory to me - a must have	**230**	174	**	175	56	173	**	170	60	56	143	24	**
	36%	*36%*	**	*37%*	*34%*	*36%*	**	*36%*	*36%*	*33%*	*35%*	*29%*	**
This is a 'nice to have' , but I can live without it being offered	**194**	137	**	146	48	134	**	143	52	47	118	29	**
	30%	*28%*	**	*31%*	*30%*	*28%*	** a	*30%*	*31%*	*28%*	*29%*	*35%*	**
This is a 'great to have' - makes a difference and can sway my decision	**172**	146	**	124	48	142	**	124	48	62	121	26	**
	27%	*30%*	**	*26%*	*29%*	*30%*	**	*26%*	*28%*	*37%*	*30%*	*32%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**5**	-	3	2	**	2	5	2	**	3	3	1	3	1	**
	1%	*-%*	*1%*	*3%* a	**	*%*	*1%*	*1%*	**	*1%*	*1%*	*%*	*1%*	*%*	**
This is not important to me - don't mind if not offered	**39**	7	15	3	**	20	34	5	**	20	20	36	15	24	**
	6%	*4%*	*4%*	*3%*	**	*4%*	*8%* ac	*3%*	**	*5%*	*5%*	*6%*	*4%*	*8%* a	**
This is mandatory to me - a must have	**230**	59	132	24	**	180	130	59	**	142	144	207	148	99	**
	36%	*33%*	*39%*	*31%*	**	*40%* b	*31%*	*39%*	**	*34%*	*36%*	*36%*	*37%* b	*30%*	**
This is a 'nice to have' , but I can live without it being offered	**194**	47	89	24	**	131	130	41	**	121	110	173	102	102	**
	30%	*26%*	*26%*	*31%*	**	*29%*	*31%*	*27%*	**	*29%*	*27%*	*30%*	*26%*	*31%*	**
This is a 'great to have' - makes a difference and can sway my decision	**172**	65	102	25	**	121	119	44	**	132	124	152	130	99	**
	27%	*36%*	*30%*	*32%*	**	*27%*	*28%*	*29%*	**	*32%*	*31%*	*27%*	*33%*	*31%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**5**	4	1	*	-	-	3	1	**	**	**	**	5	4	5	4	5
	1%	*1%*	**%*	**%*	*-%*	*-%*	*1%*	**%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**39**	13	32	11	2	4	19	27	**	**	**	**	38	30	38	35	39
	6%	*3%*	*11%*	*3%*	*2%*	*5%*	*4%*	*8%*	**	**	**	**	*6%*	*6%*	*6%*	*6%*	*6%*
			acd														
This is mandatory to me - a must have	**230**	148	79	142	39	33	155	124	**	**	**	**	218	197	221	215	228
	36%	*37%*	*27%*	*40%*	*40%*	*39%*	*37%*	*34%*	**	**	**	**	*36%*	*37%*	*36%*	*37%*	*36%*
		b		b	b	b											
This is a 'nice to have' , but I can live without it being offered	**194**	122	97	97	20	24	117	110	**	**	**	**	186	157	186	170	190
	30%	*30%*	*33%*	*28%*	*20%*	*27%*	*28%*	*30%*	**	**	**	**	*30%*	*30%*	*30%*	*29%*	*30%*
			d														
This is a 'great to have' - makes a difference and can sway my decision	**172**	113	82	102	36	25	123	103	**	**	**	**	165	141	165	164	169
	27%	*28%*	*28%*	*29%*	*37%*	*29%*	*29%*	*28%*	**	**	**	**	*27%*	*27%*	*27%*	*28%*	*27%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**5**	2	5	2	**	3	**	-	3	4	**	-	4	*	3	2
	1%	*%*	*1%*	*1%*	**	*1%*	**	*-%*	*1%*	*2%*	**	*-%*	*2%*	*%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**39**	22	36	10	**	31	**	6	31	12	**	2	16	4	26	9
	6%	*5%*	*6%*	*6%*	**	*6%*	**	*4%*	*7%*	*6%*	**	*3%*	*9%*	*3%*	*6%*	*9%*
This is mandatory to me - a must have	**230**	151	219	67	**	162	**	48	168	72	**	28	60	58	143	29
	36%	*35%*	*36%*	*38%*	**	*33%*	**	*37%*	*36%*	*33%*	**	*40%*	*33%*	*41%*	*36%*	*30%*
This is a 'nice to have' , but I can live without it being offered	**194**	133	187	48	**	160	**	40	141	61	**	21	47	40	121	33
	30%	*31%*	*31%*	*27%*	**	*33%*	**	*30%*	*30%*	*28%*	**	*29%*	*25%*	*28%*	*30%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**172**	121	167	51	**	133	**	37	128	70	**	19	57	40	108	24
	27%	*28%*	*27%*	*29%*	**	*27%*	**	*28%*	*27%*	*32%*	**	*27%*	*31%*	*28%*	*27%*	*25%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**5**	-	-	5	2	3
	1%	-%	-%	*1%*	*1%*	*1%*
This is not important to me - don't mind if not offered	**39**	8	*	27	21	18
	6%	*5%*	*%*	*7%*	*6%*	*6%*
This is mandatory to me - a must have	**230**	55	34	142	109	121
	36%	*35%*	*54%*	*34%*	*33%*	*40%*
			ac			
This is a 'nice to have' , but I can live without it being offered	**194**	42	14	138	106	88
	30%	*26%*	*22%*	*33%*	*32%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**172**	53	15	103	96	76
	27%	*34%*	*24%*	*25%*	*29%*	*25%*
		c				

Columns Tested: a,b,c - a,b

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**5**	-	-	-	2	-	**	**	**	-	-	**	**
	1%	-%	-%	-%	*3%*	-%	**	**	**	-%	-%	**	**
													abeij
This is not important to me - don't mind if not offered	**39**	1	2	4	3	4	**	**	**	1	2	**	**
	6%	*1%*	*3%*	*9%*	*5%*	*5%*	**	**	**	*2%*	*4%*	**	**
								abdeij				**abi**	
This is mandatory to me - a must have	**230**	18	25	13	30	34	**	**	**	10	15	**	**
	36%	*30%*	*36%*	*27%*	*42%*	*41%*	**	**	**	*18%*	*29%*	**	**
			i		**ik**	**ik**	**acijk**	i	**ik**				**abcegijk**
This is a 'nice to have' , but I can live without it being offered	**194**	26	22	16	19	22	**	**	**	19	19	**	**
	30%	*43%*	*32%*	*33%*	*27%*	*27%*	**	**	**	*34%*	*35%*	**	**
		dfghl		l						l	l	**defghl**	
This is a 'great to have' - makes a difference and can sway my decision	**172**	16	20	14	17	23	**	**	**	26	17	**	**
	27%	*26%*	*29%*	*31%*	*24%*	*27%*	**	**	**	*46%*	*32%*	**	**
			l	l		l				**adefghkl**	l		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Fast delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**5**	-	2	1	2
	1%	*-%*	*1%*	**%*	*2%*
This is not important to me - don't mind if not offered	**39**	7	10	11	10
	6%	*4%*	*5%*	*8%*	*8%*
This is mandatory to me - a must have	**230**	56	83	48	44
	36%	*32%*	*43%*	*33%*	*35%*
			ac		
This is a 'nice to have' , but I can live without it being offered	**194**	63	50	39	42
	30%	*36%*	*26%*	*26%*	*34%*
		b			
This is a 'great to have' - makes a difference and can sway my decision	**172**	50	47	48	27
	27%	*28%*	*25%*	*33%*	*21%*
				d	

Columns Tested: a,b,c,d

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	645	401	150	50	44	-	244	118	115	39	21	68
Weighted total	640	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	28	27	1	**	**	**	2	6	9	**	**	*
	4%	4%	5%	**	**	**	6%	3%	6%	**	**	*%
										e		
This is not important to me - don't mind if not offered	82	78	3	**	**	**	4	13	15	**	**	8
	13%	13%	15%	**	**	**	14%	7%	11%	**	**	26%
										ab		ab
This is mandatory to me - a must have	185	178	3	**	**	**	6	59	43	**	**	1
	29%	29%	19%	**	**	**	21%	32%	30%	**	**	4%
		bdf		bdf				e	e	e		
This is a 'nice to have' , but I can live without it being offered	172	161	7	**	**	**	11	46	39	**	**	11
	27%	26%	37%	**	**	**	36%	25%	28%	**	**	36%
			a				a					
This is a 'great to have' - makes a difference and can sway my decision	173	166	4	**	**	**	7	60	36	**	**	11
	27%	27%	25%	**	**	**	23%	32%	25%	**	**	34%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	645	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	640	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	28	4	**	2	**	**	2	**	**	**	25	1	1	1
	4%	6%	**	2%	**	**	2%	**	**	**	4%	5%	5%	4%
								cf						
This is not important to me - don't mind if not offered	82	6	**	12	**	**	17	**	**	**	70	4	3	5
	13%	9%	**	11%	**	**	16%	**	**	**	13%	18%	11%	16%
This is mandatory to me - a must have	185	19	**	30	**	**	39	**	**	**	162	7	6	10
	29%	29%	**	28%	**	**	37%	**	**	**	29%	29%	24%	33%
							gh							
This is a 'nice to have' , but I can live without it being offered	172	19	**	36	**	**	15	**	**	**	149	6	6	10
	27%	29%	**	33%	**	**	14%	**	**	**	26%	25%	27%	34%
		f	f	f					f	f	f		f	f
This is a 'great to have' - makes a difference and can sway my decision	173	18	**	30	**	**	33	**	**	**	156	6	8	4
	27%	27%	**	27%	**	**	31%	**	**	**	28%	23%	33%	13%
				m			m	m			m		m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	645	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	640	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	28	4	**	2	**	**	4	**	**	**	25	1	1	1
	4%	6%	**	2%	**	**	3%	**	**	**	4%	5%	5%	4%
								c						
This is not important to me - don't mind if not offered	82	6	**	6	**	**	21	**	**	**	70	4	3	5
	13%	8%	**	6%	**	**	17%	**	**	**	13%	16%	11%	16%
						c	c					c		c
This is mandatory to me - a must have	185	19	**	34	**	**	39	**	**	**	162	7	6	10
	29%	27%	**	33%	**	**	32%	**	**	**	29%	27%	24%	33%
This is a 'nice to have' , but I can live without it being offered	172	23	**	31	**	**	19	**	**	**	149	6	6	10
	27%	32%	**	31%	**	**	16%	**	**	**	27%	23%	27%	34%
		f		f					f		f			f
This is a 'great to have' - makes a difference and can sway my decision	173	20	**	30	**	**	39	**	**	**	154	8	8	4
	27%	28%	**	29%	**	**	32%	**	**	**	27%	28%	33%	13%
		m		m			m	m			m	m	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	28	**	8	**	**	10	**	**	7	13	15	28	-	28	**
	4%	**	*8%*	**	**	*4%*	**	**	*3%*	*3%*	*11%* a	*5%*	*-%*	*5%*	**
This is not important to me - don't mind if not offered	82	**	8	**	**	48	**	**	19	63	19	80	3	73	**
	13%	**	*8%*	**	**	*19%* bh	**	**	*9%*	*12%*	*14%*	*14%*	*5%*	*12%*	**
This is mandatory to me - a must have	185	**	31	**	**	63	**	**	69	148	37	167	17	184	**
	29%	**	*32%*	**	**	*25%*	**	**	*34%* e	*29%*	*28%*	*29%*	*33%*	*30%*	**
This is a 'nice to have' , but I can live without it being offered	172	**	21	**	**	62	**	**	57	142	30	154	18	164	**
	27%	**	*21%*	**	** b	*25%*	**	**	*28%*	*28%*	*22%*	*26%*	*34%*	*26%*	**
This is a 'great to have' - makes a difference and can sway my decision	173	**	30	**	**	68	**	**	49	141	32	158	15	173	**
	27%	**	*31%*	**	**	*27%*	**	**	*25%*	*28%*	*24%*	*27%*	*29%*	*28%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	645	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	640	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	28	11	2	15	12	14	**	**	**	**	**	**	26	2	**	10	17
	4%	5%	2%	6%	3%	7%	**	**	**	**	**	**	4%	6%	**	3%	7%
						a											b
This is not important to me - don't mind if not offered	82	28	17	38	49	20	**	**	**	**	**	**	69	14	**	44	33
	13%	12%	14%	14%	13%	9%	**	**	**	**	**	**	11%	32%	**	13%	13%
							abi							abi			
This is mandatory to me - a must have	185	66	33	80	97	74	**	**	**	**	**	**	171	14	**	83	88
	29%	28%	27%	30%	25%	35%	**	**	**	**	**	**	29%	33%	**	25%	35%
						a											b
This is a 'nice to have' , but I can live without it being offered	172	68	33	70	118	47	**	**	**	**	**	**	164	7	**	98	54
	27%	29%	26%	26%	30%	22%	**	**	**	**	**	**	28%	17%	**	30%	21%
					bj											c	
This is a 'great to have' - makes a difference and can sway my decision	173	66	39	68	112	56	**	**	**	**	**	**	168	5	**	93	61
	27%	28%	32%	25%	29%	26%	**	**	**	**	**	**	28%	13%	**	28%	24%
					cj	j							cj				

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**28**	26	19	26	28	9	20	21	**	**	**	**	**	**	28	**	**	**	**	**	**	**
	4%	*6%*	*5%*	*5%*	*4%*	*5%*	*5%*	*5%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**82**	46	49	56	82	31	54	45	**	**	**	**	**	**	71	**	**	**	**	**	**	**
	13%	*10%*	*12%*	*11%*	*13%*	*15%*	*12%*	*10%*	**	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**185**	123	118	144	185	63	126	126	**	**	**	**	**	**	179	**	**	**	**	**	**	**
	29%	*28%*	*28%*	*28%*	*29%*	*30%*	*29%*	*28%*	** a	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**172**	127	112	142	172	48	124	127	**	**	**	**	**	**	170	**	**	**	**	**	**	**
	27%	*29%*	*27%*	*28%*	*27%*	*23%*	*28%*	*28%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**173**	121	119	147	173	57	114	138	**	**	**	**	**	**	173	**	**	**	**	**	**	**
	27%	*27%*	*28%*	*29%*	*27%*	*27%*	*26%*	*30%* b	**	**	**	**	**	**	*28%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**28**	2	9	9	4	**	3	12	6	7	**	20	**	8	22	7
	4%	*2%*	*8%*	*5%*	*3%*	**	*2%*	*8%* a	*4%*	*6%* a	**	*5%*	**	*5%*	*4%*	*5%*
This is not important to me - don't mind if not offered	**82**	7	17	15	17	**	16	30	15	21	**	61	**	13	57	25
	13%	*8%*	*14%*	*8%*	*15%* c	**	*7%*	*20%* **ac**	*11%*	*17%* a	**	*15%* c	** c	*7%*	*11%*	*21%* a
This is mandatory to me - a must have	**185**	25	29	55	31	**	62	33	38	49	**	120	**	54	142	42
	29%	*27%*	*25%*	*30%*	*28%*	**	*28%*	*22%*	*27%*	*40%* **abc**	**	*29%*	**	*30%*	*28%*	*34%*
This is a 'nice to have' , but I can live without it being offered	**172**	35	23	49	35	**	70	34	41	27	**	115	**	47	149	22
	27%	*38%* b	*20%*	*26%*	*31%* b	**	*32%* d	*23%*	*29%*	*21%*	**	*28%*	**	*26%*	*29%* b	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**173**	23	39	59	25	**	70	39	42	20	**	102	**	60	146	27
	27%	*25%*	*34%* d	*32%* d	*22%*	**	*31%* d	*26%* d	*30%* d	*16%*	**	*24%*	**	*33%* a	*28%*	*22%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**28**	25	**	21	7	25	**	21	7	5	24	4	**
	4%	*5%*	**	*4%*	*4%*	*5%*	**	*5%*	*4%*	*3%*	*6%*	*4%*	**
This is not important to me - don't mind if not offered	**82**	52	**	56	26	50	**	56	27	16	41	9	**
	13%	*11%*	**	*12%*	*16%*	*10%*	**	*12%*	*16%*	*10%*	*10%*	*10%*	**
This is mandatory to me - a must have	**185**	136	**	136	48	134	**	134	51	45	113	33	**
	29%	*28%*	**	*29%*	*30%*	*28%*	**	*28%*	*30%*	*27%*	*28%*	*39%* ab	**
This is a 'nice to have' , but I can live without it being offered	**172**	132	**	134	37	132	**	131	41	53	114	12	**
	27%	*27%*	**	*28%*	*23%*	*28%*	**	*28%*	*24%*	*31%* c	*28%* c	*15%*	**
This is a 'great to have' - makes a difference and can sway my decision	**173**	142	**	130	43	139	**	130	43	49	113	26	**
	27%	*29%*	**	*27%*	*27%*	*29%*	**	*28%*	*26%*	*29%*	*28%*	*31%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**28**	4	17	2	**	18	21	4	**	23	19	24	19	17	**
	4%	*2%*	*5%*	*3%*	**	*4%*	*5%*	*3%*	**	*6%*	*5%*	*4%*	*5%*	*5%*	**
This is not important to me - don't mind if not offered	**82**	21	40	12	**	58	53	21	**	42	47	71	40	43	**
	13%	*12%*	*12%*	*15%*	**	*13%*	*13%*	*14%*	**	*10%*	*12%*	*12%*	*10%*	*13%*	**
This is mandatory to me - a must have	**185**	54	90	24	**	130	126	47	**	119	116	163	120	84	**
	29%	*31%*	*26%*	*31%*	**	*29%*	*30%*	*31%*	**	*28%*	*29%*	*29%*	*30%*	*26%*	**
This is a 'nice to have' , but I can live without it being offered	**172**	48	96	15	**	121	108	33	**	117	105	160	112	86	**
	27%	*27%*	*28%*	*20%*	**	*26%*	*26%*	*22%*	**	*28%*	*26%*	*28%*	*28%*	*26%*	**
This is a 'great to have' - makes a difference and can sway my decision	**173**	51	99	24	**	129	110	45	**	117	114	151	106	95	**
	27%	*29%*	*29%*	*31%*	**	*28%*	*26%*	*30%*	**	*28%*	*29%*	*26%*	*27%*	*29%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**28**	17	9	10	1	*	16	18	**	**	**	**	28	27	28	23	28
	4%	*4%*	*3%*	*3%*	*1%*	**%*	*4%*	*5%*	**	**	**	**	*5%*	*5%*	*5%*	*4%*	*4%*
This is not important to me - don't mind if not offered	**82**	56	40	43	15	12	52	47	**	**	**	**	77	63	78	77	82
	13%	*14%*	*14%*	*12%*	*16%*	*14%*	*13%*	*13%*	**	**	**	**	*13%*	*12%*	*13%*	*13%*	*13%*
This is mandatory to me - a must have	**185**	116	82	96	26	29	132	108	**	**	**	**	170	159	174	177	183
	29%	*29%*	*28%*	*27%*	*27%*	*34%*	*32%*	*30%*	**	**	**	**	*28%*	*30%*	*28%*	*30%*	*29%*
This is a 'nice to have' , but I can live without it being offered	**172**	112	83	98	26	19	112	99	**	**	**	**	167	139	167	152	169
	27%	*28%*	*29%*	*28%*	*27%*	*21%*	*27%*	*27%*	**	**	**	**	*27%*	*26%*	*27%*	*26%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**173**	99	77	104	28	26	104	93	**	**	**	**	169	142	169	161	169
	27%	*25%*	*26%*	*30%*	*29%*	*30%*	*25%*	*25%*	**	**	**	**	*28%*	*27%*	*28%*	*27%*	*27%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**28**	13	28	7	**	22	**	9	17	10	**	1	9	5	18	5
	4%	*3%*	*5%*	*4%*	**	*4%*	**	*7%*	*4%*	*4%*	**	*1%*	*5%*	*4%*	*5%*	*5%*
This is not important to me - don't mind if not offered	**82**	58	80	30	**	66	**	15	60	29	**	11	27	11	48	23
	13%	*13%*	*13%*	*17%*	**	*14%*	**	*12%*	*13%*	*13%*	**	*16%*	*15%*	*8%*	*12%*	*24%* ab
This is mandatory to me - a must have	**185**	120	174	46	**	124	**	43	129	64	**	28	47	52	108	24
	29%	*28%*	*28%*	*26%*	**	*25%*	**	*33%*	*28%*	*29%*	**	*40%* b	*26%*	*36%* b	*27%*	*25%*
This is a 'nice to have' , but I can live without it being offered	**172**	106	165	43	**	144	**	34	128	54	**	14	46	39	107	26
	27%	*25%*	*27%*	*24%*	**	*29%*	**	*26%*	*27%*	*25%*	**	*19%*	*25%*	*27%*	*27%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**173**	132	167	51	**	133	**	29	136	62	**	16	54	36	118	19
	27%	*31%*	*27%*	*29%*	**	*27%*	**	*22%*	*29%*	*28%*	**	*23%*	*29%*	*25%*	*30%* c	*20%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**28**	7	-	21	15	13
	4%	*5%*	*-%*	*5%*	*4%*	*4%*
This is not important to me - don't mind if not offered	**82**	20	8	51	41	41
	13%	*13%*	*13%*	*12%*	*12%*	*13%*
This is mandatory to me - a must have	**185**	51	13	120	86	98
	29%	*33%*	*21%*	*29%*	*26%*	*32%*
This is a 'nice to have' , but I can live without it being offered	**172**	30	26	115	103	69
	27%	*19%*	*42%*	*28%*	*31%*	*22%*
			ac		b	
This is a 'great to have' - makes a difference and can sway my decision	**173**	49	16	108	88	85
	27%	*31%*	*25%*	*26%*	*26%*	*28%*

Columns Tested: a,b,c - a,b

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**28**	3	*	3	4	4	**	**	**	2	*	**	**
	4%	*4%*	**%*	*6%*	*6%*	*5%*	**	**	**	*4%*	**%*	**	**
								bhjk					
This is not important to me - don't mind if not offered	**82**	6	8	6	10	13	**	**	**	6	4	**	**
	13%	*10%*	*11%*	*12%*	*14%*	*16%*	**	**	**	*11%*	*8%*	**	**
					f	f		f	**fj**			f	
This is mandatory to me - a must have	**185**	24	18	15	27	22	**	**	**	7	21	**	**
	29%	*39%*	*26%*	*31%*	*38%*	*26%*	**	**	**	*12%*	*39%*	**	**
		gi		i	**gi**	i	**gi**				**gi**		
This is a 'nice to have' , but I can live without it being offered	**172**	13	18	10	17	23	**	**	**	22	12	**	**
	27%	*21%*	*27%*	*22%*	*24%*	*28%*	**	**	**	*39%*	*23%*	**	**
										ah			
This is a 'great to have' - makes a difference and can sway my decision	**173**	16	25	14	13	20	**	**	**	19	16	**	**
	27%	*26%*	*36%*	*29%*	*18%*	*24%*	**	**	**	*33%*	*30%*	**	**
			dg						**dg**	**dg**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Convenient options for me to drop the parcel off (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**28**	6	11	9	3
	4%	*3%*	*6%*	*6%*	*2%*
This is not important to me - don't mind if not offered	**82**	19	24	25	14
	13%	*11%*	*13%*	*17%*	*11%*
This is mandatory to me - a must have	**185**	56	64	26	38
	29%	*32%*	*33%*	*18%*	*31%*
		c	c		c
This is a 'nice to have' , but I can live without it being offered	**172**	42	51	43	37
	27%	*24%*	*26%*	*29%*	*30%*
This is a 'great to have' - makes a difference and can sway my decision	**173**	54	43	43	33
	27%	*31%*	*22%*	*29%*	*26%*

Columns Tested: a,b,c,d

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**26**	25	*	**	**	**	*	6	5	**	**	*
	4%	*4%*	**%*	**	**	**	*2%*	*3%*	*4%*	**	**	**%*
		b										
This is not important to me - don't mind if not offered	**146**	141	4	**	**	**	5	46	34	**	**	9
	23%	*23%*	*20%*	**	**	**	*17%*	*25%*	*24%*	**	**	*27%*
This is mandatory to me - a must have	**94**	87	4	**	**	**	7	25	11	**	**	2
	15%	*14%*	*21%*	**	**	**	*25%*	*14%*	*8%*	**	**	*6%*
				a	a		a			be		
This is a 'nice to have' , but I can live without it being offered	**244**	234	7	**	**	**	10	74	62	**	**	10
	38%	*38%*	*37%*	**	**	**	*34%*	*40%*	*44%*	**	**	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**129**	123	4	**	**	**	7	34	30	**	**	11
	20%	*20%*	*22%*	**	**	**	*22%*	*18%*	*21%*	**	**	*34%*
												ac

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**26**	5	**	3	**	**	2	**	**	**	20	1	2	3
	4%	*7%*	**	*3%*	**	**	*2%*	**	**	**	*4%*	*5%*	*7%*	*10%*
														fij
This is not important to me - don't mind if not offered	**146**	13	**	27	**	**	25	**	**	**	127	7	3	9
	23%	*19%*	**	*25%*	**	**	*23%*	**	**	**	*23%*	*29%*	*11%*	*31%*
				l			l	l			l	l		l
This is mandatory to me - a must have	**94**	5	**	16	**	**	27	**	**	**	79	5	4	5
	15%	*7%*	**	*15%*	**	**	*25%*	**	**	**	*14%*	*21%*	*18%*	*18%*
							abegj					**ab**		
This is a 'nice to have' , but I can live without it being offered	**244**	27	**	38	**	**	38	**	**	**	222	6	8	8
	38%	*41%*	**	*35%*	**	**	*36%*	**	**	**	*39%*	*24%*	*35%*	*28%*
			km						k	**km**	k			
This is a 'great to have' - makes a difference and can sway my decision	**129**	17	**	24	**	**	14	**	**	**	113	5	7	4
	20%	*26%*	**	*22%*	**	**	*13%*	**	**	**	*20%*	*21%*	*28%*	*13%*
													fm	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	**26**	5	**	3	**	**	2	**	**	**	20	1	2	3
	4%	*7%*	**	*3%*	**	**	*2%*	**	**	**	*4%*	*4%*	*7%*	*10%*
						fi								**fij**
This is not important to me - don't mind if not offered	**146**	13	**	23	**	**	27	**	**	**	127	7	3	9
	23%	*18%*	**	*23%*	**	**	*22%*	**	**	**	*23%*	*27%*	*11%*	*31%*
						l		l			l	l		l
This is mandatory to me - a must have	**94**	5	**	12	**	**	31	**	**	**	79	5	4	5
	15%	*6%*	**	*11%*	**	**	*26%*	**	**	**	*14%*	*20%*	*18%*	*18%*
							acej		a			a	a	
This is a 'nice to have' , but I can live without it being offered	**244**	31	**	40	**	**	42	**	**	**	222	6	8	8
	38%	*43%*	**	*39%*	**	**	*34%*	**	**	**	*40%*	*23%*	*35%*	*28%*
		k		k					k	**km**	k			
This is a 'great to have' - makes a difference and can sway my decision	**129**	19	**	25	**	**	20	**	**	**	111	7	7	4
	20%	*26%*	**	*24%*	**	**	*17%*	**	**	**	*20%*	*27%*	*28%*	*13%*
												m	m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	26	**	1	**	**	8	**	**	14	19	7	19	7	26	**
	4%	**	*1%*	**	** b	*3%*	**	**	*7%* b	*4%*	*5%*	*3%*	*12%* a	*4%*	**
This is not important to me - don't mind if not offered	146	**	22	**	**	51	**	**	47	111	35	142	4	139	**
	23%	**	*22%*	**	**	*20%*	**	**	*24%*	*22%*	*26%*	*24%* b	*7%*	*22%*	**
This is mandatory to me - a must have	94	**	24	**	**	36	**	**	23	74	20	92	2	91	**
	15%	**	*25%* deh	**	**	*14%*	**	**	*11%*	*15%*	*15%*	*16%* b	*4%*	*15%*	**
This is a 'nice to have' , but I can live without it being offered	244	**	34	**	**	98	**	**	79	201	43	221	24	242	**
	38%	**	*35%*	**	**	*39%*	**	**	*40%*	*40%*	*32%*	*38%*	*45%*	*39%*	**
This is a 'great to have' - makes a difference and can sway my decision	129	**	18	**	**	59	**	**	36	100	29	113	16	125	**
	20%	**	*18%*	**	**	*23%*	**	**	*18%*	*20%*	*22%*	*19%*	*31%* a	*20%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	645	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	640	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	26	6	10	9	18	8	**	**	**	**	**	**	26	*	**	14	8
	4%	3%	8%	3%	5%	4%	**	**	**	**	**	**	4%	*%	**	4%	3%
			ac														
This is not important to me - don't mind if not offered	146	64	32	48	93	43	**	**	**	**	**	**	136	10	**	83	53
	23%	27%	26%	18%	24%	20%	**	**	**	**	**	**	23%	24%	**	25%	21%
		c															
This is mandatory to me - a must have	94	23	18	52	35	46	**	**	**	**	**	**	81	13	**	31	59
	15%	9%	15%	19%	9%	22%	**	**	**	**	**	**	14%	31%	**	10%	23%
				a		ai	ai						a	ai			ab
This is a 'nice to have' , but I can live without it being offered	244	93	34	116	157	77	**	**	**	**	**	**	233	11	**	133	88
	38%	39%	27%	43%	41%	36%	**	**	**	**	**	**	39%	26%	**	40%	35%
		b		b	j								j				
This is a 'great to have' - makes a difference and can sway my decision	129	53	30	47	84	37	**	**	**	**	**	**	121	8	**	67	45
	20%	22%	24%	17%	22%	18%	**	**	**	**	**	**	20%	19%	**	20%	18%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**26**	25	16	26	26	14	15	20	**	**	**	**	**	**	25	**	**	**	**	**	**	**
	4%	*6%*	*4%*	*5%*	*4%*	*7%* f	*3%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**146**	83	81	101	146	43	97	90	**	**	**	**	**	**	139	**	**	**	**	**	**	**
	23%	*19%*	*19%*	*20%*	*23%*	*21%*	*22%*	*20%*	**	**	**	**	**	**	*22%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**94**	69	69	77	94	35	70	64	**	**	**	**	**	**	88	**	**	**	**	**	**	**
	15%	*16%*	*17%*	*15%*	*15%*	*17%*	*16%*	*14%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**244**	164	167	197	244	68	164	178	**	**	**	**	**	**	240	**	**	**	**	**	**	**
	38%	*37%*	*40%* e	*38%*	*38%*	*33%*	*37%*	*39%*	**	**	**	**	**	**	*39%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**129**	100	83	113	129	47	92	104	**	**	**	**	**	**	129	**	**	**	**	**	**	**
	20%	*23%*	*20%*	*22%*	*20%*	*23%*	*21%*	*23%*	**	**	**	**	**	**	*21%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**26**	5	5	9	5	**	9	5	7	4	**	14	**	12	24	2
	4%	*6%*	*4%*	*5%*	*4%*	**	*4%*	*3%*	*5%*	*3%*	**	*3%*	**	*7%* a	*5%*	*1%*
This is not important to me - don't mind if not offered	**146**	15	26	36	24	**	52	35	38	21	**	97	**	36	128	18
	23%	*16%*	*23%*	*19%*	*22%*	**	*23%*	*24%*	*27%* d	*17%*	**	*23%*	** c	*20%*	*25%* b	*14%*
This is mandatory to me - a must have	**94**	5	20	24	28	**	15	22	23	34	**	68	**	24	65	29
	15%	*5%*	*17%* a	*13%*	*25%* **ac**	**	*7%*	*15%* a	*16%* a	*27%* **abc**	**	*16%*	**	*13%*	*13%*	*23%* a
This is a 'nice to have' , but I can live without it being offered	**244**	47	32	71	42	**	101	45	48	48	**	165	**	64	194	51
	38%	*51%* b	*28%*	*38%*	*38%*	**	*46%* **bc**	*30%*	*34%*	*39%*	**	*39%*	**	*35%*	*37%*	*41%*
This is a 'great to have' - makes a difference and can sway my decision	**129**	21	33	47	12	**	43	42	25	17	**	75	**	46	105	24
	20%	*22%* d	*28%* d	*25%* d	*11%*	**	*19%*	*28%* **cd**	*18%*	*14%*	**	*18%*	**	*25%* a	*20%*	*19%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**26**	26	**	24	2	26	**	24	2	7	24	5	**
	4%	*5%*	**	*5%*	*1%*	*5%*	**	*5%* b	*1%*	*4%*	*6%*	*6%*	**
This is not important to me - don't mind if not offered	**146**	99	**	119	27	97	**	117	30	34	74	15	**
	23%	*20%*	**	*25%* b	*17%*	*20%*	**	*25%*	*18%*	*20%*	*18%*	*19%*	**
This is mandatory to me - a must have	**94**	71	**	60	34	67	**	62	32	27	66	10	**
	15%	*14%*	**	*13%*	*21%* a	*14%*	** a	*13%*	*19%*	*16%*	*16%*	*13%*	**
This is a 'nice to have' , but I can live without it being offered	**244**	186	**	180	64	183	**	178	66	56	151	30	**
	38%	*38%*	**	*38%*	*39%*	*38%*	**	*38%*	*39%*	*34%*	*37%*	*36%*	**
This is a 'great to have' - makes a difference and can sway my decision	**129**	107	**	94	35	106	**	90	39	44	91	23	**
	20%	*22%*	**	*20%*	*21%*	*22%*	**	*19%*	*23%*	*26%*	*23%*	*27%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**26**	7	15	2	**	15	21	5	**	23	16	24	19	19	**
	4%	*4%*	*4%*	*3%*	**	*3%*	*5%*	*3%*	**	*5%*	*4%*	*4%*	*5%*	*6%*	**
This is not important to me - don't mind if not offered	**146**	43	57	14	**	98	104	41	**	83	81	135	71	81	**
	23%	*24%*	*17%*	*18%*	**	*22%*	*25%*	*27%*	**	*20%*	*20%*	*24%*	*18%*	*25%*	**
		b												a	
This is mandatory to me - a must have	**94**	21	61	10	**	68	60	16	**	65	65	79	59	43	**
	15%	*12%*	*18%*	*14%*	**	*15%*	*14%*	*11%*	**	*16%*	*16%*	*14%*	*15%*	*13%*	**
This is a 'nice to have' , but I can live without it being offered	**244**	69	140	34	**	176	146	56	**	153	157	219	155	115	**
	38%	*39%*	*41%*	*44%*	**	*39%*	*35%*	*37%*	**	*37%*	*39%*	*38%*	*39%*	*35%*	**
This is a 'great to have' - makes a difference and can sway my decision	**129**	38	68	17	**	98	86	33	**	94	81	113	94	68	**
	20%	*22%*	*20%*	*22%*	**	*22%*	*21%*	*22%*	**	*22%*	*20%*	*20%*	*24%*	*21%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**26**	17	13	8	2	2	16	19	**	**	**	**	26	25	26	25	25
	4%	*4%*	*5%*	*2%*	*2%*	*3%*	*4%*	*5%*	**	**	**	**	*4%*	*5%*	*4%*	*4%*	*4%*
This is not important to me - don't mind if not offered	**146**	75	76	60	23	21	86	95	**	**	**	**	139	110	140	129	144
	23%	*19%*	*26%*	*17%*	*23%*	*24%*	*21%*	*26%*	**	**	**	**	*23%*	*21%*	*23%*	*22%*	*23%*
			ac														
This is mandatory to me - a must have	**94**	66	48	58	12	12	67	51	**	**	**	**	84	74	86	89	92
	15%	*16%*	*16%*	*16%*	*12%*	*14%*	*16%*	*14%*	**	**	**	**	*14%*	*14%*	*14%*	*15%*	*15%*
This is a 'nice to have' , but I can live without it being offered	**244**	163	98	148	36	32	160	126	**	**	**	**	236	216	238	227	242
	38%	*41%*	*34%*	*42%*	*37%*	*37%*	*38%*	*35%*	**	**	**	**	*39%*	*41%*	*39%*	*39%*	*38%*
				b													
This is a 'great to have' - makes a difference and can sway my decision	**129**	80	56	79	24	19	88	74	**	**	**	**	126	105	126	119	127
	20%	*20%*	*19%*	*22%*	*25%*	*22%*	*21%*	*20%*	**	**	**	**	*21%*	*20%*	*20%*	*20%*	*20%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**26**	14	26	6	**	16	**	8	15	5	**	1	5	6	12	7
	4%	*3%*	*4%*	*3%*	**	*3%*	**	*6%*	*3%*	*2%*	**	*1%*	*3%*	*5%*	*3%*	*7%* b
This is not important to me - don't mind if not offered	**146**	93	140	37	**	115	**	26	114	39	**	13	43	30	92	24
	23%	*22%*	*23%*	*21%*	**	*24%*	**	*20%*	*24%*	*18%*	**	*19%*	*24%*	*21%*	*23%*	*25%*
This is mandatory to me - a must have	**94**	58	90	25	**	58	**	27	58	41	**	22	27	21	60	13
	15%	*14%*	*15%*	*14%*	**	*12%*	**	*20%* b	*12%*	*19%*	**	*31%* b	*14%*	*15%*	*15%*	*13%*
This is a 'nice to have' , but I can live without it being offered	**244**	174	233	72	**	204	**	37	193	85	**	23	72	56	146	43
	38%	*41%*	*38%*	*40%*	**	*42%*	**	*28%*	*41%* a	*39%*	**	*32%*	*39%*	*39%*	*37%*	*44%*
This is a 'great to have' - makes a difference and can sway my decision	**129**	90	125	38	**	96	**	33	89	49	**	12	38	30	89	11
	20%	*21%*	*20%*	*22%*	**	*20%*	**	*26%*	*19%*	*22%*	**	*17%*	*21%*	*21%* c	*22%* c	*11%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**26**	2	4	20	11	14
	4%	*1%*	*6%*	*5%*	*3%*	*5%*
This is not important to me - don't mind if not offered	**146**	32	7	107	52	94
	23%	*21%*	*11%*	*26%* b	*16%*	*31%* a
This is mandatory to me - a must have	**94**	27	17	47	54	40
	15%	*17%*	*27%* c	*11%*	*16%*	*13%*
This is a 'nice to have' , but I can live without it being offered	**244**	58	24	162	138	106
	38%	*37%*	*38%*	*39%*	*41%*	*35%*
This is a 'great to have' - makes a difference and can sway my decision	**129**	38	12	79	78	51
	20%	*24%*	*19%*	*19%*	*23%* b	*17%*

Columns Tested: a,b,c - a,b

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**26**	3	-	1	5	2	**	**	**	4	1	**	**
	4%	*4%*	*-%*	*2%*	*7%*	*3%*	**	**	**	*7%*	*2%*	**	**
					b								**abcefjk**
This is not important to me - don't mind if not offered	**146**	11	16	11	14	15	**	**	**	13	19	**	**
	23%	*18%*	*23%*	*24%*	*20%*	*18%*	**	**	**	*24%*	*35%*	**	**
								adekl	l		**adekl**		
This is mandatory to me - a must have	**94**	11	13	4	14	13	**	**	**	8	3	**	**
	15%	*17%*	*18%*	*8%*	*19%*	*15%*	**	**	**	*14%*	*6%*	**	**
			j		j								
This is a 'nice to have' , but I can live without it being offered	**244**	19	29	16	31	37	**	**	**	15	18	**	**
	38%	*31%*	*42%*	*34%*	*43%*	*45%*	**	**	**	*28%*	*33%*	**	**
					h	h	h					**acghij**	
This is a 'great to have' - makes a difference and can sway my decision	**129**	18	12	16	7	15	**	**	**	16	13	**	**
	20%	*29%*	*17%*	*33%*	*10%*	*19%*	**	**	**	*28%*	*24%*	**	**
		dk		**dk**						**dk**	**dk**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Convenient options for the operator pick the parcel up from me (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**26**	3	8	9	6
	4%	*2%*	*4%*	*6%*	*5%*
This is not important to me - don't mind if not offered	**146**	38	38	44	27
	23%	*21%*	*20%*	*30%*	*22%*
				b	
This is mandatory to me - a must have	**94**	27	33	20	15
	15%	*15%*	*17%*	*13%*	*12%*
This is a 'nice to have' , but I can live without it being offered	**244**	63	85	40	55
	38%	*36%*	*44%*	*28%*	*44%*
			c		c
This is a 'great to have' - makes a difference and can sway my decision	**129**	45	29	34	21
	20%	*26%*	*15%*	*23%*	*17%*
		b			

Columns Tested: a,b,c,d

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**14**	13	-	**	**	**	*	3	4	**	**	-
	2%	*2%*	*-%*	**	**	**	*1%*	*2%*	*3%*	**	**	*-%*
				b								
This is not important to me - don't mind if not offered	**86**	83	2	**	**	**	3	23	18	**	**	7
	13%	*14%*	*9%*	**	**	**	*10%*	*12%*	*13%*	**	**	*23%*
This is mandatory to me - a must have	**148**	139	6	**	**	**	9	44	27	**	**	3
	23%	*23%*	*31%*	**	**	**	*30%*	*24%*	*19%*	**	**	*11%*
			ad	ad			d	e				
This is a 'nice to have' , but I can live without it being offered	**226**	215	6	**	**	**	10	63	61	**	**	11
	35%	*35%*	*36%*	**	**	**	*35%*	*34%*	*43%*	**	**	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**166**	159	4	**	**	**	7	52	33	**	**	10
	26%	*26%*	*24%*	**	**	**	*25%*	*28%*	*23%*	**	**	*32%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**14**	4	**	4	**	**	2	**	**	**	12	-	2	-
	2%	*6%*	**	*3%*	**	**	*2%*	**	**	**	*2%*	-%	*7%*	-%
		km											**jkm**	
This is not important to me - don't mind if not offered	**86**	10	**	11	**	**	11	**	**	**	74	4	4	4
	13%	*15%*	**	*10%*	**	**	*10%*	**	**	**	*13%*	*16%*	*15%*	*15%*
								cfij						
This is mandatory to me - a must have	**148**	15	**	30	**	**	28	**	**	**	132	4	6	6
	23%	*23%*	**	*27%*	**	**	*26%*	**	**	**	*24%*	*17%*	*24%*	*19%*
This is a 'nice to have' , but I can live without it being offered	**226**	19	**	39	**	**	38	**	**	**	194	9	7	15
	35%	*29%*	**	*35%*	**	**	*36%*	**	**	**	*35%*	*38%*	*29%*	*51%*
			e	e			e		**ael**	e	e	e		**acegjl**
This is a 'great to have' - makes a difference and can sway my decision	**166**	18	**	26	**	**	27	**	**	**	149	7	6	4
	26%	*27%*	**	*24%*	**	**	*26%*	**	**	**	*26%*	*29%*	*25%*	*15%*
								m		m	m	m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	645	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	640	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	14	4	**	4	**	**	2	**	**	**	12	-	2	-
	2%	6%	**	3%	**	**	2%	**	**	**	2%	-%	7%	-%
		km											jkm	
This is not important to me - don't mind if not offered	86	10	**	8	**	**	15	**	**	**	74	4	4	4
	13%	14%	**	8%	**	**	12%	**	**	**	13%	14%	15%	15%
						c		cfij						
This is mandatory to me - a must have	148	18	**	26	**	**	32	**	**	**	132	5	6	6
	23%	24%	**	25%	**	**	26%	**	**	**	24%	17%	24%	19%
This is a 'nice to have' , but I can live without it being offered	226	23	**	38	**	**	36	**	**	**	194	9	7	15
	35%	32%	**	37%	**	**	30%	**	**	**	35%	35%	29%	51%
				e					efl	e	e			aefjkl
This is a 'great to have' - makes a difference and can sway my decision	166	18	**	28	**	**	37	**	**	**	147	9	6	4
	26%	25%	**	27%	**	**	30%	**	**	**	26%	34%	25%	15%
						m	m			m	m	m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	14	**	2	**	**	4	**	**	3	9	4	14	-	13	**
	2%	**	*2%*	**	** eh	*1%*	**	**	*1%*	*2%*	*3%*	*2%*	*-%*	*2%*	**
This is not important to me - don't mind if not offered	86	**	10	**	**	31	**	**	32	69	18	82	4	84	**
	13%	**	*10%*	**	**	*12%*	**	**	*16%*	*14%*	*13%*	*14%*	*8%*	*14%*	**
This is mandatory to me - a must have	148	**	28	**	**	52	**	**	53	123	25	131	17	145	**
	23%	**	*28%* d	**	**	*21%*	**	**	*27%* d	*24%*	*19%*	*22%*	*32%*	*23%*	**
This is a 'nice to have' , but I can live without it being offered	226	**	33	**	**	89	**	**	78	170	55	209	17	221	**
	35%	**	*34%*	**	**	*35%* d	**	**	*39%* d	*34%*	*41%*	*36%*	*31%*	*36%*	**
This is a 'great to have' - makes a difference and can sway my decision	166	**	26	**	**	76	**	**	35	136	31	152	15	159	**
	26%	**	*26%*	**	** bh	*30%* h	**	**	*17%*	*27%*	*23%*	*26%*	*28%*	*26%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	***d**	***e**	***f**	***g**	***h**	i	j	a	b	c
Unweighted total	**645**	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	**640**	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	**14**	5	*	8	7	6	**	**	**	**	**	**	13	*	**	5	6
	2%	*2%*	**%*	*3%*	*2%*	*3%*	**	**	**	**	**	**	*2%*	**%*	**	*2%*	*2%*
This is not important to me - don't mind if not offered	**86**	34	18	33	57	23	**	**	**	**	**	**	80	6	**	46	29
	13%	*14%*	*15%*	*12%*	*15%*	*11%*	**	**	**	**	**	**	*13%*	*14%*	**	*14%*	*11%*
This is mandatory to me - a must have	**148**	41	38	67	73	67	**	**	**	**	**	**	140	8	**	64	75
	23%	*17%*	*30%*	*25%*	*19%*	*32%*	**	**	**	**	**	**	*23%*	*19%*	**	*20%*	*30%*
			a	a		**aci**											**ab**
This is a 'nice to have' , but I can live without it being offered	**226**	93	43	88	134	74	**	**	**	**	**	**	208	18	**	110	92
	35%	*39%*	*35%*	*32%*	*35%*	*35%*	**	**	**	**	**	**	*35%*	*42%*	**	*33%*	*36%*
This is a 'great to have' - makes a difference and can sway my decision	**166**	66	25	75	115	41	**	**	**	**	**	**	156	11	**	102	51
	26%	*28%*	*20%*	*28%*	*30%*	*19%*	**	**	**	**	**	**	*26%*	*25%*	**	*31%*	*20%*
					b								b			c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**14**	13	9	13	14	7	13	11	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	2%	*3%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**86**	53	52	61	86	28	59	58	**	**	**	**	**	**	80	**	**	**	**	**	**	**
	13%	*12%*	*13%*	*12%*	*13%*	*14%*	*13%*	*13%*	**	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**148**	104	100	120	148	56	102	97	**	**	**	**	**	**	142	**	**	**	**	**	**	**
	23%	*23%*	*24%*	*23%*	*23%*	*27%*	*23%*	*21%*	**	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
									a													
This is a 'nice to have' , but I can live without it being offered	**226**	152	141	178	226	64	147	159	**	**	**	**	**	**	221	**	**	**	**	**	**	**
	35%	*34%*	*34%*	*35%*	*35%*	*31%*	*33%*	*35%*	**	**	**	**	**	**	*36%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**166**	121	114	141	166	52	119	131	**	**	**	**	**	**	164	**	**	**	**	**	**	**
	26%	*27%*	*27%*	*28%*	*26%*	*25%*	*27%*	*29%*	**	**	**	**	**	**	*26%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**14**	2	4	4	3	**	5	4	2	2	**	6	**	7	12	2
	2%	*2%*	*3%*	*2%*	*3%*	**	*2%*	*3%*	*1%*	*2%*	**	*1%*	**	*4%* a	*2%*	*1%*
This is not important to me - don't mind if not offered	**86**	9	14	21	17	**	30	15	26	14	**	57	**	23	68	18
	13%	*9%*	*12%*	*11%*	*16%*	**	*14%*	*10%*	*19%* b	*11%*	**	*14%*	**	*13%*	*13%*	*15%*
This is mandatory to me - a must have	**148**	20	23	41	31	**	44	32	26	45	**	96	**	41	117	31
	23%	*21%*	*20%*	*22%*	*28%*	**	*20%*	*21%*	*18%*	*36%* **abc**	**	*23%*	**	*23%*	*23%*	*25%*
This is a 'nice to have' , but I can live without it being offered	**226**	36	35	66	42	**	92	43	47	44	**	149	**	63	191	35
	35%	*38%*	*30%*	*35%*	*38%*	**	*41%* b	*29%*	*33%*	*35%*	**	*36%*	**	*35%*	*37%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**166**	27	41	56	17	**	49	54	42	19	**	111	**	47	129	37
	26%	*29%* d	*35%* d	*30%* d	*16%*	**	*22%*	*37%* **ad**	*29%* d	*15%*	**	*26%*	**	*26%*	*25%*	*30%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**14**	13	**	12	2	13	**	12	2	6	11	2	**
	2%	*3%*	**	*2%*	*1%*	*3%*	**	*3%*	*1%*	*4%*	*3%*	*2%*	**
This is not important to me - don't mind if not offered	**86**	57	**	65	21	55	**	65	21	16	47	7	**
	13%	*12%*	**	*14%*	*13%*	*12%*	**	*14%*	*13%*	*10%*	*12%*	*9%*	**
This is mandatory to me - a must have	**148**	113	**	110	38	112	**	111	37	47	99	23	**
	23%	*23%*	**	*23%*	*23%*	*23%*	**	*24%*	*22%*	*28%*	*24%*	*27%*	**
This is a 'nice to have' , but I can live without it being offered	**226**	168	**	172	54	163	**	168	57	45	140	29	**
	35%	*35%*	**	*36%*	*33%*	*34%*	**	*36%*	*34%*	*27%*	*35%* a	*35%*	**
This is a 'great to have' - makes a difference and can sway my decision	**166**	137	**	118	48	137	**	115	52	54	107	22	**
	26%	*28%*	**	*25%*	*30%*	*28%*	**	*24%*	*31%*	*32%*	*27%*	*26%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**14**	4	7	-	**	7	11	2	**	11	9	11	7	8	**
	2%	*2%*	*2%*	*-%*	**	*1%*	*3%*	*1%*	**	*3%*	*2%*	*2%*	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**86**	23	37	9	**	60	51	23	**	51	52	79	43	46	**
	13%	*13%*	*11%*	*11%*	**	*13%*	*12%*	*15%*	**	*12%*	*13%*	*14%*	*11%*	*14%*	**
This is mandatory to me - a must have	**148**	44	81	16	**	114	92	32	**	98	94	126	96	57	**
	23%	*25%*	*24%*	*20%*	**	*25%*	*22%*	*21%*	**	*23%*	*23%*	*22%*	*24%* b	*18%*	**
This is a 'nice to have' , but I can live without it being offered	**226**	46	124	32	**	145	159	49	**	142	134	208	139	120	**
	35%	*26%*	*36%* a	*42%* a	**	*32%*	*38%*	*33%*	**	*34%*	*33%*	*37%*	*35%*	*37%*	**
This is a 'great to have' - makes a difference and can sway my decision	**166**	61	91	21	**	130	105	45	**	116	112	144	113	94	**
	26%	*34%*	*27%*	*27%*	**	*28%*	*25%*	*30%*	**	*28%*	*28%*	*25%*	*29%*	*29%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**14**	8	6	4	2	-	5	6	**	**	**	**	14	14	14	11	14
	2%	*2%*	*2%*	*1%*	*2%*	*-%*	*1%*	*2%*	**	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**86**	44	45	46	10	11	51	48	**	**	**	**	81	65	81	74	84
	13%	*11%*	*15%*	*13%*	*11%*	*13%*	*12%*	*13%*	**	**	**	**	*13%*	*12%*	*13%*	*13%*	*13%*
This is mandatory to me - a must have	**148**	103	60	85	16	20	104	77	**	**	**	**	142	129	142	142	148
	23%	*26%*	*21%*	*24%*	*17%*	*23%*	*25%*	*21%*	**	**	**	**	*23%*	*24%*	*23%*	*24%*	*23%*
This is a 'nice to have' , but I can live without it being offered	**226**	148	107	116	33	34	149	135	**	**	**	**	212	188	215	201	221
	35%	*37%*	*37%*	*33%*	*34%*	*39%*	*36%*	*37%*	**	**	**	**	*35%*	*35%*	*35%*	*34%*	*35%*
This is a 'great to have' - makes a difference and can sway my decision	**166**	98	72	101	36	22	108	99	**	**	**	**	163	135	163	159	164
	26%	*24%*	*25%*	*29%*	*37%*	*26%*	*26%*	*27%*	**	**	**	**	*27%*	*25%*	*27%*	*27%*	*26%*
					ab												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**14**	6	14	2	**	9	**	6	5	4	**	-	4	-	11	3
	2%	*1%*	*2%*	*1%*	**	*2%*	**	*5%* b	*1%*	*2%*	**	-%	*2%*	-%	*3%*	*3%* a
This is not important to me - don't mind if not offered	**86**	54	80	19	**	63	**	13	69	29	**	9	27	12	55	20
	13%	*13%*	*13%*	*11%*	**	*13%*	**	*10%*	*15%*	*13%*	**	*13%*	*14%*	*8%*	*14%*	*20%* a
This is mandatory to me - a must have	**148**	96	141	44	**	108	**	26	111	53	**	17	40	34	93	20
	23%	*22%*	*23%*	*25%*	**	*22%*	**	*20%*	*24%*	*24%*	**	*24%*	*22%*	*24%*	*23%*	*21%*
This is a 'nice to have' , but I can live without it being offered	**226**	151	217	63	**	181	**	47	167	70	**	27	62	63	130	33
	35%	*35%*	*35%*	*35%*	**	*37%*	**	*36%*	*35%*	*32%*	**	*38%*	*34%*	*44%* b	*33%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**166**	121	162	49	**	127	**	39	118	64	**	18	51	34	111	22
	26%	*28%*	*26%*	*28%*	**	*26%*	**	*30%*	*25%*	*29%*	**	*25%*	*28%*	*23%*	*28%*	*22%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**14**	4	-	9	5	9
	2%	*3%*	*-%*	*2%*	*1%*	*3%*
This is not important to me - don't mind if not offered	**86**	17	2	67	43	43
	13%	*11%*	*3%*	*16%* b	*13%*	*14%*
This is mandatory to me - a must have	**148**	41	23	80	73	75
	23%	*26%*	*37%* c	*19%*	*22%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**226**	53	20	153	120	105
	35%	*33%*	*31%*	*37%*	*36%*	*34%*
This is a 'great to have' - makes a difference and can sway my decision	**166**	43	18	105	92	74
	26%	*27%*	*28%*	*25%*	*28%*	*24%*

Columns Tested: a,b,c - a,b

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**14**	-	-	-	4	2	**	**	**	2	1	**	**
	2%	-%	-%	-%	*5%*	*3%*	**	**	**	*3%*	*2%*	**	**
													a
This is not important to me - don't mind if not offered	**86**	6	11	7	7	8	**	**	**	11	5	**	**
	13%	*10%*	*16%*	*14%*	*10%*	*9%*	**	**	**	*21%*	*10%*	**	**
			l	l				l	**adejl**	l		l	
This is mandatory to me - a must have	**148**	16	17	9	19	19	**	**	**	7	10	**	**
	23%	*27%*	*24%*	*19%*	*27%*	*24%*	**	**	**	*12%*	*20%*	**	**
		i			i								**bcdeghijk**
This is a 'nice to have' , but I can live without it being offered	**226**	26	23	13	30	32	**	**	**	23	15	**	**
	35%	*43%*	*33%*	*28%*	*42%*	*39%*	**	**	**	*41%*	*28%*	**	**
		gh			**gh**	**gh**	h			**gh**		**bcghj**	h
This is a 'great to have' - makes a difference and can sway my decision	**166**	12	19	18	11	21	**	**	**	13	22	**	**
	26%	*20%*	*27%*	*39%*	*16%*	*25%*	**	**	**	*23%*	*41%*	**	**
		k	**kl**	**adkl**		**kl**	**kl**	**dkl**	**adikl**	k	**adikl**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Convenient options for the recipient to accept the delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**14**	-	6	4	3
	2%	*-%*	*3%*	*3%*	*3%*
			a	a	a
This is not important to me - don't mind if not offered	**86**	24	19	33	11
	13%	*13%*	*10%*	*22%*	*9%*
				abd	
This is mandatory to me - a must have	**148**	42	48	23	35
	23%	*24%*	*25%*	*16%*	*28%*
			c		c
This is a 'nice to have' , but I can live without it being offered	**226**	62	76	39	48
	35%	*35%*	*39%*	*27%*	*39%*
			c		c
This is a 'great to have' - makes a difference and can sway my decision	**166**	49	44	47	27
	26%	*28%*	*23%*	*32%*	*21%*
				bd	

Columns Tested: a,b,c,d

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**14**	14	*	**	**	**	*	2	5	**	**	-
	2%	*2%*	*1%*	**	**	**	*1%*	*1%*	*4%*	**	**	*-%*
This is not important to me - don't mind if not offered	**92**	89	3	**	**	**	4	27	19	**	**	7
	14%	*15%*	*16%*	**	**	**	*12%*	*14%*	*13%*	** ab	**	*21%*
This is mandatory to me - a must have	**212**	204	4	**	**	**	8	75	37	**	**	6
	33%	*33%*	*25%*	**	**	**	*27%*	*40%* bce	*26%*	**	**	*18%*
This is a 'nice to have' , but I can live without it being offered	**182**	173	5	**	**	**	9	50	48	**	**	8
	28%	*28%*	*31%*	**	**	**	*30%*	*27%*	*34%*	**	**	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**140**	131	5	**	**	**	9	32	33	**	**	11
	22%	*21%*	*27%*	** a	**	**	*30%* a	*17%*	*23%*	**	**	*35%* a

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**14**	6	**	-	**	**	2	**	**	**	12	*	*	1
	2%	*9%*	**	*-%*	**	**	*2%*	**	**	**	*2%*	*2%*	*2%*	*2%*
		cghj				c								
This is not important to me - don't mind if not offered	**92**	7	**	17	**	**	10	**	**	**	81	2	3	6
	14%	*11%*	**	*16%*	**	**	*10%*	**	**	**	*14%*	*9%*	*13%*	*21%*
								aefjkl						
This is mandatory to me - a must have	**212**	24	**	37	**	**	39	**	**	**	184	9	9	10
	33%	*36%*	**	*34%*	**	**	*36%*	**	**	**	*33%*	*36%*	*37%*	*34%*
		g		g		g	g		g	g	g	g	g	g
This is a 'nice to have' , but I can live without it being offered	**182**	19	**	29	**	**	30	**	**	**	160	7	6	9
	28%	*29%*	**	*27%*	**	**	*28%*	**	**	**	*28%*	*29%*	*25%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**140**	10	**	25	**	**	25	**	**	**	124	6	5	4
	22%	*15%*	**	*23%*	**	**	*24%*	**	**	**	*22%*	*25%*	*23%*	*14%*
								am						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	**14**	6	**	*	**	**	2	**	**	**	12	*	*	1
	2%	*8%*	**	**%*	**	**	*2%*	**	**	**	*2%*	*2%*	*2%*	*2%*
		cfhj												
This is not important to me - don't mind if not offered	**92**	7	**	18	**	**	12	**	**	**	81	2	3	6
	14%	*10%*	**	*17%*	**	**	*10%*	**	**	**	*14%*	*8%*	*13%*	*21%*
								aefjkl						k
This is mandatory to me - a must have	**212**	30	**	34	**	**	39	**	**	**	184	9	9	10
	33%	*42%*	**	*34%*	**	**	*32%*	**	**	**	*33%*	*33%*	*37%*	*34%*
		g								g	g		g	
This is a 'nice to have' , but I can live without it being offered	**182**	19	**	27	**	**	34	**	**	**	160	7	6	9
	28%	*26%*	**	*26%*	**	**	*28%*	**	**	**	*29%*	*27%*	*25%*	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**140**	10	**	24	**	**	35	**	**	**	122	8	5	4
	22%	*14%*	**	*23%*	**	**	*28%*	**	**	**	*22%*	*30%*	*23%*	*14%*
							ahm	m				**ahm**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	14	**	4	**	**	4	**	**	4	8	6	12	2	14	**
	2%	**	*4%*	**	**	*2%*	**	**	*2%*	*2%*	*4%*	*2%*	*3%*	*2%*	**
This is not important to me - don't mind if not offered	92	**	15	**	**	35	**	**	30	80	13	88	4	87	**
	14%	**	*15%*	**	**	*14%*	**	**	*15%*	*16%* b	*9%*	*15%*	*8%*	*14%*	**
This is mandatory to me - a must have	212	**	28	**	**	99	**	**	59	168	44	194	18	206	**
	33%	**	*28%*	**	**	*40%* dh	**	**	*29%*	*33%*	*33%*	*33%*	*35%*	*33%*	**
This is a 'nice to have' , but I can live without it being offered	182	**	34	**	**	55	**	**	66	141	41	168	14	177	**
	28%	**	*35%* e	**	**	*22%*	**	**	*33%* e	*28%*	*31%*	*29%*	*27%*	*29%*	**
This is a 'great to have' - makes a difference and can sway my decision	140	**	18	**	**	58	**	**	41	110	30	126	15	138	**
	22%	**	*18%*	**	**	*23%*	**	**	*21%*	*22%*	*22%*	*21%*	*28%*	*22%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**645**	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	**640**	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	**14**	4	5	5	9	5	**	**	**	**	**	**	14	-	**	7	5
	2%	*2%*	*4%*	*2%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	*-%*	**	*2%*	*2%*
This is not important to me - don't mind if not offered	**92**	26	22	44	49	36	**	**	**	**	**	**	85	8	**	44	44
	14%	*11%*	*18%*	*16%*	*13%*	*17%*	**	**	**	**	**	**	*14%*	*18%*	**	*14%*	*17%*
This is mandatory to me - a must have	**212**	70	42	99	114	82	**	**	**	**	**	**	195	16	**	94	98
	33%	*29%*	*33%*	*36%*	*29%*	*39%* a	**	**	**	**	**	**	*33%*	*39%*	**	*29%*	*39%* b
This is a 'nice to have' , but I can live without it being offered	**182**	77	27	76	117	53	**	**	**	**	**	**	169	12	**	97	65
	28%	*32%* b	*22%*	*28%*	*30%*	*25%*	**	**	**	**	**	**	*28%*	*29%*	**	*30%*	*26%*
This is a 'great to have' - makes a difference and can sway my decision	**140**	61	29	48	99	35	**	**	**	**	**	**	134	6	**	85	41
	22%	*26%* c	*23%*	*18%*	*26%* b	*17%*	**	**	**	**	**	**	*22%*	*14%*	**	*26%* c	*16%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**14**	14	12	14	14	3	10	14	**	**	**	**	**	**	14	**	**	**	**	**	**	**
	2%	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**92**	54	61	66	92	33	71	58	**	**	**	**	**	**	86	**	**	**	**	**	**	**
	14%	*12%*	*15%*	*13%*	*14%*	*16%*	*16%*	*13%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**212**	143	135	170	212	57	136	143	**	**	**	**	**	**	207	**	**	**	**	**	**	**
	33%	*32%*	*32%*	*33%*	*33%*	*28%*	*31%*	*31%*	** a	**	**	**	**	**	*33%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**182**	121	106	139	182	58	125	122	**	**	**	**	**	**	175	**	**	**	**	**	**	**
	28%	*27%*	*25%*	*27%*	*28%*	*28%*	*29%*	*27%*	**	**	**	**	**	**	*28%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**140**	109	103	124	140	56	97	118	**	**	**	**	**	**	138	**	**	**	**	**	**	**
	22%	*25%*	*25%*	*24%*	*22%*	*27%*	*22%*	*26%* b	**	**	**	**	**	**	*22%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**14**	4	2	7	1	**	5	3	6	-	**	8	**	6	10	4
	2%	*4%*	*2%*	*4%*	*1%*	**	*2%*	*2%*	*5%* d	*-%*	**	*2%*	**	*3%*	*2%*	*3%*
This is not important to me - don't mind if not offered	**92**	6	13	23	23	**	33	19	20	19	**	57	**	26	71	21
	14%	*6%*	*11%*	*12%*	*20%* **abc**	**	*15%*	*13%*	*14%*	*15%*	**	*14%*	** **ac**	*14%*	*14%*	*17%*
This is mandatory to me - a must have	**212**	29	32	68	37	**	64	46	48	55	**	145	**	58	174	38
	33%	*31%*	*28%*	*37%*	*33%*	**	*29%*	*31%*	*33%*	*44%* **ab**	**	*35%* b	**	*32%* b	*34%*	*31%*
This is a 'nice to have' , but I can live without it being offered	**182**	27	34	49	30	**	68	40	41	33	**	124	**	45	148	34
	28%	*29%*	*29%*	*26%*	*27%*	**	*31%*	*27%*	*29%*	*26%*	**	*30%*	**	*25%*	*29%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**140**	27	35	41	21	**	52	40	27	19	**	82	**	48	114	26
	22%	*29%*	*30%* d	*22%*	*19%*	**	*24%*	*27%* d	*19%*	*15%*	**	*20%*	**	*26%*	*22%*	*21%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	645	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	640	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	14	14	**	10	4	14	**	10	4	-	14	5	**
	2%	3%	**	2%	3%	3%	**	2%	2%	-%	3% a	5% a	**
This is not important to me - don't mind if not offered	92	56	**	70	23	56	** a	66	27	16	54	13	**
	14%	12%	**	15%	14%	12%		14%	16%	10%	13%	15%	**
This is mandatory to me - a must have	212	164	**	160	52	163	**	162	50	68	127	28	**
	33%	34%	**	34%	32%	34%	**	34%	30%	41% b	31%	33%	**
This is a 'nice to have' , but I can live without it being offered	182	133	**	141	41	131	**	137	45	32	112	17	**
	28%	27%	**	30%	25%	27%	**	29%	26%	19%	28% a	21%	**
This is a 'great to have' - makes a difference and can sway my decision	140	120	**	97	43	116	**	97	44	52	98	21	**
	22%	25%	**	20%	27%	24%	**	20%	26%	31%	24%	25%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**14**	-	12	5	**	5	11	5	**	12	12	10	8	10	**
	2%	*-%*	*3%* a	*6%* a	**	*1%*	*3%*	*3%*	**	*3%*	*3%*	*2%*	*2%*	*3%*	**
This is not important to me - don't mind if not offered	**92**	17	61	16	**	54	74	26	**	47	53	78	43	41	**
	14%	*10%*	*18%* a	*21%* a	**	*12%*	*18%* a	*17%*	**	*11%*	*13%*	*14%*	*11%*	*13%*	**
This is mandatory to me - a must have	**212**	61	99	19	**	164	121	49	**	139	131	198	135	104	**
	33%	*35%*	*29%*	*25%*	**	*36%* b	*29%*	*32%*	**	*33%*	*33%*	*35%*	*34%*	*32%*	**
This is a 'nice to have' , but I can live without it being offered	**182**	40	91	20	**	128	119	43	**	114	104	160	114	88	**
	28%	*22%*	*27%*	*26%*	**	*28%*	*29%*	*29%*	**	*27%*	*26%*	*28%*	*29%*	*27%*	**
This is a 'great to have' - makes a difference and can sway my decision	**140**	60	79	18	**	105	92	28	**	105	100	123	97	84	**
	22%	*34%* b	*23%*	*23%*	**	*23%*	*22%*	*18%*	**	*25%*	*25%*	*22%*	*25%*	*26%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**14**	10	7	1	-	2	8	9	**	**	**	**	14	14	14	12	14
	2%	*3%*	*2%*	**%*	*-%*	*2%*	*2%*	*2%*	**	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*
		c	c			c											
This is not important to me - don't mind if not offered	**92**	63	49	33	13	18	61	46	**	**	**	**	87	73	87	78	92
	14%	*16%*	*17%*	*9%*	*14%*	*20%*	*15%*	*13%*	**	**	**	**	*14%*	*14%*	*14%*	*13%*	*15%*
		c	c			c											
This is mandatory to me - a must have	**212**	137	83	129	41	21	145	123	**	**	**	**	195	176	199	196	208
	33%	*34%*	*29%*	*37%*	*42%*	*24%*	*35%*	*34%*	**	**	**	**	*32%*	*33%*	*32%*	*33%*	*33%*
				be	**be**												
This is a 'nice to have' , but I can live without it being offered	**182**	106	82	101	24	27	116	102	**	**	**	**	179	145	179	166	178
	28%	*27%*	*28%*	*29%*	*25%*	*32%*	*28%*	*28%*	**	**	**	**	*29%*	*27%*	*29%*	*28%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**140**	84	69	88	19	18	87	85	**	**	**	**	136	121	136	136	139
	22%	*21%*	*24%*	*25%*	*19%*	*21%*	*21%*	*23%*	**	**	**	**	*22%*	*23%*	*22%*	*23%*	*22%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**14**	9	14	4	**	11	**	2	10	7	**	2	5	1	9	5
	2%	*2%*	*2%*	*2%*	**	*2%*	**	*2%*	*2%*	*3%*	**	*3%*	*3%*	*%*	*2%*	*5%* a
This is not important to me - don't mind if not offered	**92**	52	84	21	**	66	**	12	69	35	**	5	35	26	49	17
	14%	*12%*	*14%*	*12%*	**	*14%*	**	*9%*	*15%*	*16%*	**	*8%*	*19%* a	*18%*	*12%*	*17%*
This is mandatory to me - a must have	**212**	140	202	66	**	160	**	47	158	65	**	20	62	44	145	22
	33%	*33%*	*33%*	*37%*	**	*33%*	**	*36%*	*34%*	*30%*	**	*28%*	*34%*	*31%*	*36%* c	*22%*
This is a 'nice to have' , but I can live without it being offered	**182**	122	177	45	**	139	**	47	121	59	**	22	45	51	103	27
	28%	*29%*	*29%*	*25%*	**	*28%*	**	*36%* b	*26%*	*27%*	**	*32%*	*24%*	*36%* b	*26%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**140**	106	136	41	**	112	**	23	113	53	**	20	37	20	93	27
	22%	*25%*	*22%*	*23%*	**	*23%*	**	*17%*	*24%*	*24%*	**	*29%*	*20%*	*14%*	*23%* a	*28%* a

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**14**	2	-	12	8	6
	2%	*1%*	*-%*	*3%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**92**	18	4	67	42	50
	14%	*12%*	*7%*	*16%*	*13%*	*16%*
This is mandatory to me - a must have	**212**	41	29	141	115	97
	33%	*26%*	*46%* a	*34%*	*34%*	*32%*
This is a 'nice to have' , but I can live without it being offered	**182**	51	17	114	85	97
	28%	*32%*	*27%*	*27%*	*26%*	*32%*
This is a 'great to have' - makes a difference and can sway my decision	**140**	45	13	82	84	56
	22%	*29%* c	*20%*	*20%*	*25%* b	*18%*

Columns Tested: a,b,c - a,b

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**14**	-	-	-	4	-	**	**	**	2	1	**	**
	2%	-%	-%	-%	*6%*	-%	**	**	**	*3%*	*2%*	**	**
					ae			**abcefhk**					**ae**
This is not important to me - don't mind if not offered	**92**	2	11	7	9	8	**	**	**	8	10	**	**
	14%	*3%*	*16%*	*15%*	*13%*	*10%*	**	**	**	*14%*	*19%*	**	**
			a	a	a		a	a		a	a	**adehil**	
This is mandatory to me - a must have	**212**	28	32	14	26	30	**	**	**	12	15	**	**
	33%	*46%*	*46%*	*29%*	*37%*	*37%*	**	**	**	*22%*	*28%*	**	**
		ghijl	**ghil**		g	g	**ghi**						
This is a 'nice to have' , but I can live without it being offered	**182**	24	15	12	18	21	**	**	**	15	19	**	**
	28%	*39%*	*22%*	*25%*	*25%*	*25%*	**	**	**	*27%*	*36%*	**	**
		bfk							**bdfk**		f		f
This is a 'great to have' - makes a difference and can sway my decision	**140**	7	11	14	14	23	**	**	**	19	8	**	**
	22%	*11%*	*16%*	*31%*	*20%*	*28%*	**	**	**	*34%*	*15%*	**	**
				a		a				**abj**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Insurance against damage or loss (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**14**	-	4	6	3
	2%	*-%*	*2%*	*4%*	*3%*
			a	a	a
This is not important to me - don't mind if not offered	**92**	20	24	23	25
	14%	*12%*	*12%*	*16%*	*20%*
This is mandatory to me - a must have	**212**	73	74	29	35
	33%	*41%*	*39%*	*20%*	*28%*
		cd	**cd**		
This is a 'nice to have' , but I can live without it being offered	**182**	51	44	48	40
	28%	*29%*	*23%*	*33%*	*32%*
				b	
This is a 'great to have' - makes a difference and can sway my decision	**140**	32	46	39	22
	22%	*18%*	*24%*	*27%*	*18%*

Columns Tested: a,b,c,d

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**10**	9	*	**	**	**	1	5	1	**	**	-
	2%	*2%*	*1%*	**	**	**	*2%*	*3%*	**%*	**	**	*-%*
					ab							
This is not important to me - don't mind if not offered	**50**	49	1	**	**	**	2	10	13	**	**	4
	8%	*8%*	*7%*	**	**	**	*5%*	*5%*	*9%*	**	**	*14%*
										a		
This is mandatory to me - a must have	**194**	185	6	**	**	**	9	62	41	**	**	3
	30%	*30%*	*34%*	**	**	**	*30%*	*33%*	*29%*	**	**	*11%*
								e	e	e		
This is a 'nice to have' , but I can live without it being offered	**184**	175	5	**	**	**	9	48	55	**	**	9
	29%	*29%*	*25%*	**	**	**	*30%*	*26%*	*38%*	**	**	*29%*
									a			
This is a 'great to have' - makes a difference and can sway my decision	**202**	192	6	**	**	**	10	60	33	**	**	14
	32%	*32%*	*32%*	**	**	**	*33%*	*33%*	*23%*	**	**	*46%*
												bc

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**10**	3	**	2	**	**	*	**	**	**	9	*	1	*
	2%	*4%*	**	*2%*	**	**	**%*	**	**	**	*2%*	**%*	*3%*	**%*
This is not important to me - don't mind if not offered	**50**	7	**	6	**	**	8	**	**	**	47	1	1	1
	8%	*11%*	**	*6%*	**	**	*7%*	**	**	**	*8%*	*5%*	*5%*	*2%*
		im				**bcfhijklm**		**bcijklm**			m			
This is mandatory to me - a must have	**194**	20	**	34	**	**	36	**	**	**	171	9	2	11
	30%	*29%*	**	*31%*	**	**	*34%*	**	**	**	*31%*	*36%*	*10%*	*38%*
		l	l	l		l	l	l	l	l	l	l		l
This is a 'nice to have' , but I can live without it being offered	**184**	17	**	25	**	**	26	**	**	**	157	6	9	11
	29%	*25%*	**	*23%*	**	**	*25%*	**	**	**	*28%*	*25%*	*40%*	*38%*
			c										**cj**	c
This is a 'great to have' - makes a difference and can sway my decision	**202**	20	**	42	**	**	36	**	**	**	177	9	10	6
	32%	*30%*	**	*38%*	**	**	*34%*	**	**	**	*32%*	*34%*	*43%*	*21%*
				em						e			**bem**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	**10**	3	**	2	**	**	2	**	**	**	9	*	1	*
	2%	*4%*	**	*2%*	**	**	*2%*	**	**	**	*2%*	*%*	*3%*	*%*
This is not important to me - don't mind if not offered	**50**	12	**	4	**	**	5	**	**	**	47	1	1	1
	8%	*16%*	**	*4%*	**	**	*4%*	**	**	**	*8%*	*4%*	*5%*	*2%*
		cfikm				**cfijklm**		**cfiklm**	**im**		m			
This is mandatory to me - a must have	**194**	16	**	34	**	**	43	**	**	**	171	9	2	11
	30%	*22%*	**	*33%*	**	**	*35%*	**	**	**	*31%*	*34%*	*10%*	*38%*
				l		l	l	l	l	l	l	l		**al**
This is a 'nice to have' , but I can live without it being offered	**184**	23	**	25	**	**	29	**	**	**	157	6	9	11
	29%	*31%*	**	*24%*	**	**	*24%*	**	**	**	*28%*	*23%*	*40%*	*38%*
													cfjk	f
This is a 'great to have' - makes a difference and can sway my decision	**202**	20	**	38	**	**	43	**	**	**	175	10	10	6
	32%	*28%*	**	*37%*	**	**	*35%*	**	**	**	*31%*	*39%*	*43%*	*21%*
				em			e			**em**		**em**	**ehm**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	10	**	2	**	**	2	**	**	5	8	2	7	3	10	**
	2%	**	*2%*	**	**	*1%*	**	**	*3%*	*2%*	*2%*	*1%*	*6%* a	*2%*	**
This is not important to me - don't mind if not offered	50	**	6	**	**	11	**	**	20	39	11	44	6	46	**
	8%	**	*6%*	**	** be	*5%*	**	**	*10%* e	*8%*	*8%*	*7%*	*12%*	*7%*	**
This is mandatory to me - a must have	194	**	23	**	**	79	**	**	68	153	41	182	12	191	**
	30%	**	*24%*	**	**	*32%*	**	**	*34%*	*30%*	*31%*	*31%*	*22%*	*31%*	**
This is a 'nice to have' , but I can live without it being offered	184	**	32	**	**	66	**	**	59	146	37	172	12	181	**
	29%	**	*32%*	**	**	*26%*	**	**	*30%*	*29%*	*28%*	*29%*	*23%*	*29%*	**
This is a 'great to have' - makes a difference and can sway my decision	202	**	35	**	**	92	**	**	47	159	43	182	20	194	**
	32%	**	*36%* h	**	**	*37%* h	**	**	*23%*	*31%*	*32%*	*31%*	*37%*	*31%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	645	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	640	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	10	5	3	2	7	1	**	**	**	**	**	**	8	2	**	5	3
	2%	2%	2%	1%	2%	*%	**	**	**	**	**	**	1%	5%	**	2%	1%
							bi							bi			
This is not important to me - don't mind if not offered	50	22	9	19	40	9	**	**	**	**	**	**	48	2	**	33	11
	8%	9%	7%	7%	10%	4%	**	**	**	**	**	**	8%	5%	**	10%	4%
					b								b			c	
This is mandatory to me - a must have	194	57	38	97	106	66	**	**	**	**	**	**	172	22	**	90	88
	30%	24%	31%	36%	27%	31%	**	**	**	**	**	**	29%	51%	**	28%	35%
				a			ai							abi			
This is a 'nice to have' , but I can live without it being offered	184	77	36	69	109	66	**	**	**	**	**	**	175	8	**	90	74
	29%	32%	29%	25%	28%	31%	**	**	**	**	**	**	29%	19%	**	27%	29%
This is a 'great to have' - makes a difference and can sway my decision	202	78	39	83	125	69	**	**	**	**	**	**	194	8	**	109	77
	32%	33%	31%	31%	32%	33%	**	**	**	**	**	**	32%	20%	**	33%	30%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**10**	8	8	8	10	5	5	6	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**50**	33	29	36	50	16	32	33	**	**	**	**	**	**	48	**	**	**	**	**	**	**
	8%	*8%*	*7%*	*7%*	*8%*	*8%*	*7%*	*7%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**194**	135	128	160	194	64	132	131	**	**	**	**	**	**	183	**	**	**	**	**	**	**
	30%	*31%*	*31%*	*31%*	*30%*	*31%*	*30%*	*29%*	** a	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**184**	119	115	137	184	54	131	123	**	**	**	**	**	**	179	**	**	**	**	**	**	**
	29%	*27%*	*28%*	*27%*	*29%*	*26%*	*30%*	*27%*	**	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**202**	147	137	174	202	68	138	162	**	**	**	**	**	**	200	**	**	**	**	**	**	**
	32%	*33%*	*33%*	*34%*	*32%*	*33%*	*32%*	*36%* b	**	**	**	**	**	**	*32%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**10**	-	4	1	3	**	3	4	1	2	**	5	**	5	8	2
	2%	*-%*	*3%*	**%*	*3%*	**	*1%*	*3%*	*1%*	*2%*	**	*1%*	**	*3%*	*1%*	*2%*
This is not important to me - don't mind if not offered	**50**	5	9	14	8	**	20	12	13	6	**	28	**	16	34	16
	8%	*5%*	*8%*	*7%*	*7%*	**	*9%*	*8%*	*9%*	*5%*	**	*7%*	** a	*9%*	*7%*	*13% a*
This is mandatory to me - a must have	**194**	31	30	59	38	**	53	48	43	50	**	128	**	60	158	36
	30%	*33%*	*26%*	*32%*	*34%*	**	*24%*	*33%*	*30%*	*40% a*	**	*31%*	**	*33% b*	*31%*	*29%*
This is a 'nice to have' , but I can live without it being offered	**184**	28	32	41	32	**	79	37	37	28	**	125	**	49	151	33
	29%	*30%*	*27%*	*22%*	*29%*	**	*36%* **bcd**	*25%*	*26%*	*23%*	**	*30%*	**	*27%*	*29%*	*27%*
This is a 'great to have' - makes a difference and can sway my decision	**202**	30	41	72	30	**	67	47	49	38	**	131	**	51	166	36
	32%	*32%*	*35%*	*39% d*	*27%*	**	*30%*	*32%*	*34%*	*30%*	**	*31%*	**	*28%*	*32%*	*29%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**10**	8	**	8	2	8	**	8	2	5	6	1	**
	2%	*2%*	**	*2%*	*1%*	*2%*	**	*2%*	*1%*	*3%*	*2%*	*1%*	**
This is not important to me - don't mind if not offered	**50**	30	**	34	16	30	**	34	16	8	31	5	**
	8%	*6%*	**	*7%*	*10%*	*6%*	**	*7%*	*10%*	*5%*	*8%*	*7%*	**
							a						
This is mandatory to me - a must have	**194**	154	**	152	42	153	**	150	44	49	129	27	**
	30%	*31%*	**	*32%*	*26%*	*32%*	**	*32%*	*26%*	*29%*	*32%*	*32%*	**
This is a 'nice to have' , but I can live without it being offered	**184**	129	**	143	40	127	**	139	44	44	107	19	**
	29%	*27%*	**	*30%*	*25%*	*26%*	**	*30%*	*26%*	*26%*	*26%*	*23%*	**
This is a 'great to have' - makes a difference and can sway my decision	**202**	167	**	140	62	163	**	140	62	61	131	31	**
	32%	*34%*	**	*29%*	*38%*	*34%*	**	*30%*	*37%*	*36%*	*32%*	*37%*	**
					a								

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**10**	5	6	1	**	8	5	1	**	8	8	10	8	6	**
	2%	*3%*	*2%*	*1%*	**	*2%*	*1%*	*1%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
This is not important to me - don't mind if not offered	**50**	10	21	4	**	35	26	10	**	28	25	40	24	19	**
	8%	*5%*	*6%*	*5%*	**	*8%*	*6%*	*7%*	**	*7%*	*6%*	*7%*	*6%*	*6%*	**
This is mandatory to me - a must have	**194**	50	105	28	**	143	125	51	**	130	126	177	132	95	**
	30%	*28%*	*31%*	*36%*	**	*31%*	*30%*	*34%*	**	*31%*	*31%*	*31%*	*33%*	*29%*	**
This is a 'nice to have' , but I can live without it being offered	**184**	53	99	25	**	131	118	37	**	111	108	160	104	87	**
	29%	*30%*	*29%*	*32%*	**	*29%*	*28%*	*25%*	**	*27%*	*27%*	*28%*	*26%*	*27%*	**
This is a 'great to have' - makes a difference and can sway my decision	**202**	60	110	21	**	139	144	51	**	140	134	181	130	119	**
	32%	*34%*	*32%*	*27%*	**	*31%*	*34%*	*34%*	**	*34%*	*34%*	*32%*	*33%*	*37%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**10**	6	4	5	1	*	8	4	**	**	**	**	10	10	10	10	10
	2%	*2%*	*1%*	*1%*	*1%*	**%*	*2%*	*1%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**50**	32	23	25	7	4	27	18	**	**	**	**	43	41	43	39	50
	8%	*8%*	*8%*	*7%*	*8%*	*5%*	*7%*	*5%*	**	**	**	**	*7%*	*8%*	*7%*	*7%*	*8%*
This is mandatory to me - a must have	**194**	129	79	109	38	35	136	122	**	**	**	**	187	161	188	173	192
	30%	*32%*	*27%*	*31%*	*39%*	*41%*	*33%*	*33%*	**	**	**	**	*31%*	*30%*	*31%*	*29%*	*30%*
					b	b											
This is a 'nice to have' , but I can live without it being offered	**184**	113	79	106	19	19	118	100	**	**	**	**	179	158	179	180	181
	29%	*28%*	*27%*	*30%*	*19%*	*21%*	*28%*	*27%*	**	**	**	**	*29%*	*30%*	*29%*	*30%*	*29%*
				d													
This is a 'great to have' - makes a difference and can sway my decision	**202**	121	107	107	32	29	127	122	**	**	**	**	193	159	195	187	198
	32%	*30%*	*37%*	*30%*	*33%*	*33%*	*31%*	*33%*	**	**	**	**	*32%*	*30%*	*32%*	*32%*	*31%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**10**	2	10	*	**	10	**	7	3	3	**	*	3	5	4	1
	2%	*1%*	*2%*	**%*	**	*2%*	**	*6%* b	*1%*	*1%*	**	**%*	*2%*	*4%* b	*1%*	*1%*
This is not important to me - don't mind if not offered	**50**	27	45	10	**	35	**	4	37	22	**	8	18	8	33	10
	8%	*6%*	*7%*	*6%*	**	*7%*	**	*3%*	*8%*	*10%*	**	*11%*	*10%*	*6%*	*8%*	*10%*
This is mandatory to me - a must have	**194**	119	180	51	**	135	**	32	152	64	**	15	54	44	118	32
	30%	*28%*	*29%*	*29%*	**	*28%*	**	*25%*	*32%*	*29%*	**	*22%*	*30%*	*31%*	*29%*	*32%*
This is a 'nice to have' , but I can live without it being offered	**184**	140	180	57	**	154	**	36	137	51	**	19	47	40	112	32
	29%	*33%*	*29%*	*32%*	**	*31%*	**	*28%*	*29%*	*23%*	**	*27%*	*26%*	*28%*	*28%*	*33%*
This is a 'great to have' - makes a difference and can sway my decision	**202**	141	198	60	**	156	**	51	141	78	**	28	62	46	133	24
	32%	*33%*	*32%*	*34%*	**	*32%*	**	*39%*	*30%*	*36%*	**	*40%*	*33%*	*32%*	*33%*	*24%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**10**	2	1	7	7	3
	2%	*1%*	*1%*	*2%*	*2%*	*1%*
This is not important to me - don't mind if not offered	**50**	10	2	39	25	26
	8%	*6%*	*3%*	*9%*	*7%*	*8%*
This is mandatory to me - a must have	**194**	46	19	126	100	94
	30%	*29%*	*31%*	*30%*	*30%*	*31%*
This is a 'nice to have' , but I can live without it being offered	**184**	36	23	124	99	85
	29%	*23%*	*36%*	*30%*	*30%*	*28%*
This is a 'great to have' - makes a difference and can sway my decision	**202**	64	18	119	104	98
	32%	*41%* c	*29%*	*29%*	*31%*	*32%*

Columns Tested: a,b,c - a,b

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**10**	1	-	*	-	4	**	**	**	*	-	**	**
	2%	*1%*	*-%*	**%*	*-%*	*5%*	**	**	**	**%*	*-%*	**	**
							d						**bcdghij**
This is not important to me - don't mind if not offered	**50**	2	7	5	*	6	**	**	**	7	-	**	**
	8%	*3%*	*9%*	*11%*	*1%*	*7%*	**	**	**	*12%*	*-%*	**	**
			dj	**dj**		**dj**		**adefjl**	**dj**	**djl**		**adjl**	
This is mandatory to me - a must have	**194**	22	17	4	25	25	**	**	**	6	20	**	**
	30%	*37%*	*25%*	*8%*	*35%*	*30%*	**	**	**	*11%*	*39%*	**	**
		ci	c		**ci**	**ci**	**ci**	**ci**	**ci**		**ci**	**ci**	**ci**
This is a 'nice to have' , but I can live without it being offered	**184**	17	24	18	30	22	**	**	**	19	7	**	**
	29%	*29%*	*35%*	*38%*	*42%*	*27%*	**	**	**	*35%*	*14%*	**	**
		gj	**gj**	**ghj**	**fghj**	g	g			**gj**		**ghj**	g
This is a 'great to have' - makes a difference and can sway my decision	**202**	18	21	20	16	26	**	**	**	23	25	**	**
	32%	*30%*	*31%*	*43%*	*22%*	*31%*	**	**	**	*41%*	*48%*	**	**
				dk		k		k		**dk**	**adfkl**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Same price to send to anywhere within the UK (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**10**	1	6	*	3
	2%	*1%*	*3%*	**%*	*2%*
			c		
This is not important to me - don't mind if not offered	**50**	14	8	22	6
	8%	*8%*	*4%*	*15%*	*5%*
				abd	
This is mandatory to me - a must have	**194**	43	66	41	44
	30%	*24%*	*34%*	*28%*	*36%*
			a		a
This is a 'nice to have' , but I can live without it being offered	**184**	59	60	31	33
	29%	*34%*	*31%*	*21%*	*26%*
		c	c		
This is a 'great to have' - makes a difference and can sway my decision	**202**	60	53	52	38
	32%	*34%*	*27%*	*35%*	*31%*

Columns Tested: a,b,c,d

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	645	401	150	50	44	-	244	118	115	39	21	68
Weighted total	640	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	4	4	-	**	**	**	*	4	-	**	**	-
	1%	1%	-%	**	**	**	*%	2%	-%	**	**	-%
This is not important to me - don't mind if not offered	34	33	2	**	**	**	2	9	11	**	**	2
	5%	5%	9%	**	**	**	5%	5%	7%	**	**	8%
			cd									
This is mandatory to me - a must have	334	320	7	**	**	**	14	107	74	**	**	12
	52%	52%	42%	**	**	**	46%	58%	52%	**	**	38%
		b						ce	c			
This is a 'nice to have' , but I can live without it being offered	118	112	4	**	**	**	6	24	30	**	**	7
	18%	18%	20%	**	**	**	20%	13%	21%	**	**	23%
										ab		
This is a 'great to have' - makes a difference and can sway my decision	150	141	5	**	**	**	9	41	29	**	**	10
	23%	23%	30%	**	**	**	29%	22%	20%	**	**	31%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**4**	-	**	-	**	**	2	**	**	**	4	-	-	1
	1%	-%	**	-%	**	**	*2%*	**	**	**	*1%*	-%	-%	*2%*
This is not important to me - don't mind if not offered	**34**	-	**	4	**	**	6	**	**	**	31	2	-	2
	5%	-%	**	*4%*	**	**	*6%*	**	**	**	*6%*	*7%*	-%	*5%*
						al	l	**al**	**al**	**abl**	l	l		
This is mandatory to me - a must have	**334**	39	**	55	**	**	58	**	**	**	295	12	10	17
	52%	*58%*	**	*50%*	**	**	*55%*	**	**	**	*52%*	*48%*	*42%*	*57%*
This is a 'nice to have' , but I can live without it being offered	**118**	11	**	22	**	**	20	**	**	**	102	5	6	5
	18%	*17%*	**	*20%*	**	**	*18%*	**	**	**	*18%*	*19%*	*25%*	*16%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	17	**	29	**	**	20	**	**	**	130	6	8	6
	23%	*25%*	**	*26%*	**	**	*19%*	**	**	**	*23%*	*26%*	*33%*	*19%*
													h	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	645	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	640	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	4	-	**	*	**	**	2	**	**	**	4	-	-	1
	1%	-%	**	*%	**	**	*2%*	**	**	**	*1%*	-%	-%	*2%*
This is not important to me - don't mind if not offered	34	-	**	4	**	**	8	**	**	**	31	2	-	2
	5%	-%	**	*4%*	**	**	*7%*	**	**	**	*6%*	*6%*	-%	*5%*
						al	l		al	al	l	l		
This is mandatory to me - a must have	334	39	**	50	**	**	63	**	**	**	294	12	10	17
	52%	*53%*	**	*49%*	**	**	*52%*	**	**	**	*53%*	*45%*	*42%*	*57%*
									l					
This is a 'nice to have' , but I can live without it being offered	118	15	**	21	**	**	21	**	**	**	102	5	6	5
	18%	*21%*	**	*21%*	**	**	*18%*	**	**	**	*18%*	*18%*	*25%*	*16%*
This is a 'great to have' - makes a difference and can sway my decision	150	19	**	27	**	**	27	**	**	**	128	8	8	6
	23%	*26%*	**	*26%*	**	**	*23%*	**	**	**	*23%*	*31%*	*33%*	*19%*
		h		h		h					h	h	h	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	4	**	-	**	**	4	**	**	1	2	2	4	-	4	**
	1%	**	*-%*	**	**	*2%*	**	**	*%*	*%*	*2%*	*1%*	*-%*	*1%*	**
This is not important to me - don't mind if not offered	34	**	5	**	**	16	**	**	6	30	4	31	4	34	**
	5%	**	*5%*	**	**	*6%*	**	**	*3%*	*6%*	*3%*	*5%*	*7%*	*5%*	**
					beh										
This is mandatory to me - a must have	334	**	52	**	**	136	**	**	104	258	76	309	25	323	**
	52%	**	*53%*	**	**	*54%*	**	**	*52%*	*51%*	*57%*	*53%*	*47%*	*52%*	**
			d			d			d						
This is a 'nice to have' , but I can live without it being offered	118	**	14	**	**	44	**	**	42	100	18	106	12	114	**
	18%	**	*14%*	**	**	*17%*	**	**	*21%*	*20%*	*13%*	*18%*	*24%*	*18%*	**
					be										
This is a 'great to have' - makes a difference and can sway my decision	150	**	27	**	**	52	**	**	46	116	33	138	12	146	**
	23%	**	*28%*	**	**	*21%*	**	**	*23%*	*23%*	*25%*	*23%*	*23%*	*23%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	645	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	640	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	4	1	2	2	-	2	**	**	**	**	**	**	2	2	**	-	4
	1%	*%	2%	1%	-%	1%	**	**	**	**	**	**	*%	5%	**	-%	2%
						a	ai							ai			b
This is not important to me - don't mind if not offered	34	10	11	11	21	13	**	**	**	**	**	**	34	*	**	21	13
	5%	4%	9%	4%	5%	6%	**	**	**	**	**	**	6%	*%	**	6%	5%
This is mandatory to me - a must have	334	111	65	156	185	126	**	**	**	**	**	**	311	23	**	159	149
	52%	46%	52%	58%	48%	60%	**	**	**	**	**	**	52%	53%	**	49%	59%
				a		ai											ab
This is a 'nice to have' , but I can live without it being offered	118	51	19	48	78	28	**	**	**	**	**	**	107	12	**	66	40
	18%	21%	15%	18%	20%	13%	**	**	**	**	**	**	18%	27%	**	20%	16%
					b		b							b			
This is a 'great to have' - makes a difference and can sway my decision	150	67	28	53	102	41	**	**	**	**	**	**	144	6	**	82	47
	23%	28%	23%	20%	26%	19%	**	**	**	**	**	**	24%	15%	**	25%	19%
		c			b										c		

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**4**	2	4	4	4	1	4	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**34**	26	22	28	34	11	30	27	**	**	**	**	**	**	34	**	**	**	**	**	**	**
	5%	*6%*	*5%*	*5%*	*5%*	*5%*	*7%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**334**	213	203	256	334	91	221	219	**	**	**	**	**	**	325	**	**	**	**	**	**	**
	52%	*48%*	*49%*	*50%*	*52%* e	*44%*	*50%*	*48%*	** a	**	**	**	**	**	*52%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**118**	85	79	96	118	48	82	83	**	**	**	**	**	**	111	**	**	**	**	**	**	**
	18%	*19%*	*19%*	*19%*	*18%*	*23%*	*19%*	*18%*	**	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**150**	115	108	130	150	56	101	122	**	**	**	**	**	**	148	**	**	**	**	**	**	**
	23%	*26%*	*26%*	*25%*	*23%*	*27%*	*23%*	*27%* b	**	**	**	**	**	**	*24%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**4**	-	1	2	2	**	1	-	2	2	**	4	**	1	2	2
	1%	-%	*%	*1%*	*2%*	**	*%	-%	*1%*	*2%*	**	*1%*	**	*%	*%	*2%*
This is not important to me - don't mind if not offered	**34**	4	5	10	9	**	14	3	11	6	**	22	**	8	28	6
	5%	*4%*	*4%*	*6%*	*8%*	**	*6%*	*2%*	*7%* b	*5%*	**	*5%*	** c	*5%*	*5%*	*5%*
This is mandatory to me - a must have	**334**	46	59	94	52	**	105	78	78	72	**	226	**	90	258	75
	52%	*50%*	*51%*	*50%*	*47%*	**	*47%*	*53%*	*55%*	*58%*	**	*54%* b	**	*50%* b	*50%*	*61%* a
This is a 'nice to have' , but I can live without it being offered	**118**	20	18	32	27	**	46	28	21	24	**	75	**	32	99	19
	18%	*21%*	*15%*	*17%*	*24%*	**	*21%*	*19%*	*14%*	*19%*	**	*18%*	**	*17%*	*19%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	23	35	49	22	**	56	39	31	21	**	90	**	51	128	21
	23%	*25%*	*30%* d	*26%*	*19%*	**	*25%*	*26%*	*22%*	*17%*	**	*22%*	**	*28%*	*25%*	*17%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**4**	4	**	2	2	4	**	2	2	-	2	1	**
	1%	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	-%	*1%*	*1%*	**
This is not important to me - don't mind if not offered	**34**	23	**	28	6	21	**	26	8	1	26	4	**
	5%	*5%*	**	*6%*	*4%*	*4%*	**	*5%*	*5%*	*1%*	*6%*	*5%*	**
							a				a	a	
This is mandatory to me - a must have	**334**	245	**	236	98	243	**	238	96	89	197	39	**
	52%	*50%*	**	*49%*	*60%*	*51%*	**	*50%*	*57%*	*53%*	*49%*	*47%*	**
					a								
This is a 'nice to have' , but I can live without it being offered	**118**	89	**	97	21	86	**	95	23	30	79	14	**
	18%	*18%*	**	*20%*	*13%*	*18%*	**	*20%*	*13%*	*18%*	*20%*	*17%*	**
				b									
This is a 'great to have' - makes a difference and can sway my decision	**150**	126	**	114	36	124	**	110	40	48	100	24	**
	23%	*26%*	**	*24%*	*22%*	*26%*	**	*23%*	*24%*	*28%*	*25%*	*29%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**4**	2	2	*	**	-	4	2	**	2	4	4	1	4	**
	1%	*1%*	*1%*	**%*	**	*-%*	*1%* a	*1%* a	**	*1%*	*1%*	*1%*	**%*	*1%* a	**
This is not important to me - don't mind if not offered	**34**	*	22	4	**	18	25	7	**	21	20	28	20	17	**
	5%	**%*	*6%* a	*6%* a	**	*4%*	*6%*	*5%*	**	*5%*	*5%*	*5%*	*5%*	*5%*	**
This is mandatory to me - a must have	**334**	100	160	31	**	273	190	78	**	205	197	302	196	159	**
	52%	*56%* **bc**	*47%*	*40%*	**	*60%* b	*45%*	*52%*	**	*49%*	*49%*	*53%*	*49%*	*49%*	**
This is a 'nice to have' , but I can live without it being offered	**118**	23	71	17	**	68	92	22	**	78	76	101	78	59	**
	18%	*13%*	*21%* a	*22%* a	**	*15%*	*22%* **ac**	*14%*	**	*19%*	*19%*	*18%*	*20%*	*18%*	**
This is a 'great to have' - makes a difference and can sway my decision	**150**	53	86	25	**	97	107	42	**	111	104	134	102	86	**
	23%	*30%*	*25%*	*33%*	**	*21%*	*25%*	*28%*	**	*27%*	*26%*	*24%*	*26%*	*26%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**4**	*	4	-	-	*	1	4	**	**	**	**	4	4	4	4	4
	1%	*%	*1%*	-%	-%	*%	*%	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
			ac														
This is not important to me - don't mind if not offered	**34**	24	15	16	1	4	20	18	**	**	**	**	34	21	34	27	34
	5%	*6%*	*5%*	*4%*	*1%*	*5%*	*5%*	*5%*	**	**	**	**	*6%*	*4%*	*6%*	*5%*	*5%*
		d															
This is mandatory to me - a must have	**334**	212	140	197	52	40	222	195	**	**	**	**	313	272	317	311	330
	52%	*53%*	*48%*	*56%*	*53%*	*47%*	*53%*	*54%*	**	**	**	**	*51%*	*51%*	*51%*	*53%*	*52%*
				b													
This is a 'nice to have' , but I can live without it being offered	**118**	77	61	54	13	17	78	63	**	**	**	**	114	103	114	109	115
	18%	*19%*	*21%*	*15%*	*14%*	*20%*	*19%*	*17%*	**	**	**	**	*19%*	*19%*	*19%*	*19%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	88	70	85	32	24	96	85	**	**	**	**	146	130	146	138	147
	23%	*22%*	*24%*	*24%*	*33%*	*28%*	*23%*	*23%*	**	**	**	**	*24%*	*24%*	*24%*	*23%*	*23%*
					a												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**4**	4	4	*	**	2	**	-	4	2	**	2	-	2	2	*
	1%	*1%*	*1%*	**%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*3%* b	*-%*	*1%*	*1%*	**%*
This is not important to me - don't mind if not offered	**34**	14	32	7	**	29	**	3	27	11	**	*	11	6	20	9
	5%	*3%*	*5%*	*4%*	**	*6%*	**	*2%*	*6%*	*5%*	**	**%*	*6%*	*4%*	*5%*	*9%*
This is mandatory to me - a must have	**334**	229	317	112	**	254	**	82	238	116	**	38	101	70	223	40
	52%	*53%*	*52%*	*63%* **ab**	**	*52%*	**	*63%* b	*51%*	*53%*	**	*55%*	*55%*	*49%*	*56%* c	*41%*
This is a 'nice to have' , but I can live without it being offered	**118**	78	112	21	**	85	**	21	83	35	**	15	28	29	65	25
	18%	*18%*	*18%* c	*12%*	**	*17%*	**	*16%*	*18%*	*16%*	**	*22%*	*15%*	*20%*	*16%*	*25%* b
This is a 'great to have' - makes a difference and can sway my decision	**150**	104	147	36	**	118	**	25	118	55	**	14	44	36	89	24
	23%	*24%*	*24%*	*20%*	**	*24%*	**	*19%*	*25%*	*25%*	**	*21%*	*24%*	*25%*	*22%*	*24%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**4**	2	-	2	*	4
	1%	*1%*	*-%*	*1%*	**%*	*1%* a
This is not important to me - don't mind if not offered	**34**	5	2	27	16	18
	5%	*3%*	*3%*	*7%*	*5%*	*6%*
This is mandatory to me - a must have	**334**	84	36	210	166	167
	52%	*53%*	*57%*	*51%*	*50%*	*55%*
This is a 'nice to have' , but I can live without it being offered	**118**	27	9	83	71	47
	18%	*17%*	*14%*	*20%*	*21%* b	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**150**	40	16	93	80	70
	23%	*26%*	*26%*	*22%*	*24%*	*23%*

Columns Tested: a,b,c - a,b

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**4**	2	-	-	-	-	**	**	**	2	-	**	**
	1%	*3%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*3%*	*-%*	**	**
This is not important to me - don't mind if not offered	**34**	2	4	2	1	4	**	**	**	3	3	**	**
	5%	*4%*	*6%*	*5%*	*1%*	*4%*	**	**	**	*5%*	*6%*	**	**
								d	**df**			d	
This is mandatory to me - a must have	**334**	43	39	27	37	41	**	**	**	17	20	**	**
	52%	*71%*	*57%*	*57%*	*52%*	*50%*	**	**	**	*31%*	*38%*	**	**
		degijkl	**ij**	i	i	i	**egijk**		**ij**				
This is a 'nice to have' , but I can live without it being offered	**118**	4	10	6	21	14	**	**	**	12	16	**	**
	18%	*7%*	*14%*	*13%*	*30%*	*17%*	**	**	**	*21%*	*30%*	**	**
					abcfh					a	**acfh**	**afh**	**abcfh**
This is a 'great to have' - makes a difference and can sway my decision	**150**	9	16	12	13	24	**	**	**	22	14	**	**
	23%	*15%*	*23%*	*26%*	*17%*	*29%*	**	**	**	*40%*	*27%*	**	**
						al				**adhkl**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Proof of postage/dispatch (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**4**	2	-	2	-
	1%	*1%*	*-%*	*2%*	*-%*
This is not important to me - don't mind if not offered	**34**	9	4	12	9
	5%	*5%*	*2%*	*8%*	*7%*
				b	b
This is mandatory to me - a must have	**334**	109	105	65	54
	52%	*62%*	*55%*	*45%*	*43%*
		cd	d		
This is a 'nice to have' , but I can live without it being offered	**118**	20	38	23	37
	18%	*11%*	*20%*	*16%*	*30%*
			a		**abc**
This is a 'great to have' - makes a difference and can sway my decision	**150**	37	45	43	25
	23%	*21%*	*23%*	*29%*	*20%*

Columns Tested: a,b,c,d

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	645	401	150	50	44	-	244	118	115	39	21	68
Weighted total	640	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	2	2	-	**	**	**	*	2	-	**	**	-
	*%	*%	-%	**	**	**	*%	1%	-%	**	**	-%
This is not important to me - don't mind if not offered	33	31	1	**	**	**	2	11	4	**	**	1
	5%	5%	8%	**	**	**	6%	6%	3%	**	**	2%
This is mandatory to me - a must have	310	297	7	**	**	**	14	96	82	**	**	10
	48%	49%	42%	**	**	**	46%	52%	57%	**	**	33%
								e	e			
This is a 'nice to have' , but I can live without it being offered	128	124	3	**	**	**	4	32	23	**	**	10
	20%	20%	18%	**	**	**	14%	18%	16%	**	**	33%
		c	c							ab		ab
This is a 'great to have' - makes a difference and can sway my decision	166	156	6	**	**	**	10	43	34	**	**	10
	26%	26%	32%	**	**	**	33%	23%	24%	**	**	32%
							a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	645	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	640	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	2	-	**	-	**	**	2	**	**	**	2	-	*	-
	*%	-%	**	-%	**	**	2%	**	**	**	*%	-%	2%	-%
This is not important to me - don't mind if not offered	33	-	**	4	**	**	4	**	**	**	26	1	2	4
	5%	-%	**	4%	**	**	4%	**	**	**	5%	5%	7%	13%
								a						acfj
This is mandatory to me - a must have	310	34	**	54	**	**	60	**	**	**	276	9	9	16
	48%	51%	**	50%	**	**	57%	**	**	**	49%	36%	38%	54%
							kl				k			k
This is a 'nice to have' , but I can live without it being offered	128	12	**	25	**	**	18	**	**	**	109	8	7	5
	20%	18%	**	23%	**	**	17%	**	**	**	19%	30%	28%	16%
												jm		
This is a 'great to have' - makes a difference and can sway my decision	166	21	**	26	**	**	22	**	**	**	148	7	6	5
	26%	31%	**	24%	**	**	21%	**	**	**	26%	29%	25%	17%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	**2**	-	**	*	**	**	2	**	**	**	2	-	*	-
	***%**	-%	**	*%	**	**	*2%*	**	**	**	**%*	-%	*2%*	-%
This is not important to me - don't mind if not offered	**33**	-	**	4	**	**	4	**	**	**	26	1	2	4
	5%	-%	**	*4%*	**	**	*3%*	**	**	**	*5%*	*4%*	*7%*	*13%*
								aj		a			a	**afj**
This is mandatory to me - a must have	**310**	36	**	50	**	**	68	**	**	**	276	9	9	16
	48%	*49%*	**	*48%*	**	**	*56%*	**	**	**	*49%*	*34%*	*38%*	*54%*
							kl				k			k
This is a 'nice to have' , but I can live without it being offered	**128**	16	**	23	**	**	18	**	**	**	109	8	7	5
	20%	*22%*	**	*22%*	**	**	*15%*	**	**	**	*20%*	*28%*	*28%*	*16%*
												f	f	
This is a 'great to have' - makes a difference and can sway my decision	**166**	21	**	26	**	**	30	**	**	**	146	9	6	5
	26%	*29%*	**	*25%*	**	**	*25%*	**	**	**	*26%*	*34%*	*25%*	*17%*
												m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	2	**	-	**	**	2	**	**	1	1	2	2	-	2	**
	*%	**	-%	**	**	1%	**	**	*%	*%	1% a	*%	-%	*%	**
This is not important to me - don't mind if not offered	33	**	2	**	**	19	**	**	7	28	5	33	*	30	**
	5%	**	2%	**	** bh	7%	**	**	3%	5%	4%	6%	*%	5%	**
This is mandatory to me - a must have	310	**	47	**	**	122	**	**	106	239	71	283	27	304	**
	48%	**	48% d	**	**	49% d	**	**	53% d	47%	53%	48%	51%	49%	**
This is a 'nice to have' , but I can live without it being offered	128	**	25	**	**	36	**	**	44	108	20	117	11	124	**
	20%	**	26% e	**	** e	14%	**	**	22% e	21%	15%	20%	22%	20%	**
This is a 'great to have' - makes a difference and can sway my decision	166	**	24	**	**	72	**	**	43	130	35	151	14	162	**
	26%	**	24%	**	** h	29%	**	**	21%	26%	27%	26%	27%	26%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	645	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	640	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	2	-	*	2	-	2	**	**	**	**	**	**	2	-	**	-	2
	*%	-%	*%	1%	-%	1%	**	**	**	**	**	**	*%	-%	**	-%	1%
						a											
This is not important to me - don't mind if not offered	33	7	8	17	18	14	**	**	**	**	**	**	33	*	**	17	15
	5%	3%	6%	6%	5%	7%	**	**	**	**	**	**	5%	1%	**	5%	6%
This is mandatory to me - a must have	310	105	63	140	179	111	**	**	**	**	**	**	290	20	**	155	131
	48%	44%	51%	52%	46%	53%	**	**	**	**	**	**	49%	47%	**	47%	52%
This is a 'nice to have' , but I can live without it being offered	128	52	20	57	76	38	**	**	**	**	**	**	114	14	**	62	52
	20%	22%	16%	21%	20%	18%	**	**	**	**	**	**	19%	33%	**	19%	21%
							abi							abi			
This is a 'great to have' - makes a difference and can sway my decision	166	75	33	55	113	44	**	**	**	**	**	**	158	8	**	94	52
	26%	32%	27%	20%	29%	21%	**	**	**	**	**	**	26%	19%	**	29%	21%
		c			b											c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**2**	2	2	2	2	*	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*1%*	*1%*	**%*	**%*	**%*	*1%*	*1%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**33**	23	25	27	33	7	27	25	**	**	**	**	**	**	32	**	**	**	**	**	**	**
	5%	*5%*	*6%*	*5%*	*5%*	*4%*	*6%*	*6%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**310**	206	191	242	310	104	213	205	**	**	**	**	**	**	299	**	**	**	**	**	**	**
	48%	*47%*	*46%*	*47%*	*48%*	*50%*	*48%*	*45%*	** a	**	**	**	**	**	*48%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**128**	84	87	102	128	47	84	91	**	**	**	**	**	**	123	**	**	**	**	**	**	**
	20%	*19%*	*21%*	*20%*	*20%*	*23%*	*19%*	*20%*	**	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**166**	127	111	141	166	49	113	132	**	**	**	**	**	**	164	**	**	**	**	**	**	**
	26%	*29%*	*27%*	*27%*	*26%*	*24%*	*26%*	*29%*	**	**	**	**	**	**	*26%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**2**	-	-	2	*	**	1	-	2	-	**	2	**	1	2	-
	***%**	-%	-%	*1%*	*%*	**	*%*	-%	*1%*	-%	**	*%*	**	*%*	*%*	-%
This is not important to me - don't mind if not offered	**33**	3	5	10	9	**	9	7	11	6	**	25	**	4	26	7
	5%	*4%*	*4%*	*5%*	*8%*	**	*4%*	*5%*	*7%*	*5%*	**	*6%* c	** c	*2%*	*5%*	*5%*
This is mandatory to me - a must have	**310**	41	61	81	54	**	102	66	71	70	**	212	**	85	244	66
	48%	*43%*	*52%*	*43%*	*49%*	**	*46%*	*45%*	*50%*	*56%*	**	*51%* b	**	*46%*	*47%*	*53%*
This is a 'nice to have' , but I can live without it being offered	**128**	18	17	40	27	**	49	30	23	27	**	79	**	39	107	22
	20%	*19%*	*15%*	*21%*	*24%*	**	*22%*	*20%*	*17%*	*21%*	**	*19%*	**	*22%*	*21%*	*18%*
This is a 'great to have' - makes a difference and can sway my decision	**166**	31	34	55	21	**	62	45	36	21	**	100	**	54	137	29
	26%	*34%* d	*29%* d	*29%* d	*19%*	**	*28%* d	*30%* d	*25%*	*17%*	**	*24%*	**	*30%*	*26%*	*24%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**2**	2	**	2	-	2	**	2	-	-	2	*	**
	***%**	*%	**	*1%*	*-%*	*1%*	**	*1%*	*-%*	*-%*	*1%*	*%*	**
This is not important to me - don't mind if not offered	**33**	25	**	26	7	25	**	26	7	2	23	7	**
	5%	*5%*	**	*5%*	*4%*	*5%*	**	*5%*	*4%*	*1%*	*6%* a	*9%* a	**
This is mandatory to me - a must have	**310**	230	**	226	84	224	**	220	90	92	189	36	**
	48%	*47%*	**	*47%*	*52%*	*47%*	**	*47%*	*54%*	*55%*	*47%*	*43%*	**
This is a 'nice to have' , but I can live without it being offered	**128**	97	**	105	23	97	**	105	23	22	79	15	**
	20%	*20%*	**	*22%* b	*14%*	*20%*	**	*22%* b	*14%*	*13%*	*20%* a	*18%*	**
This is a 'great to have' - makes a difference and can sway my decision	**166**	133	**	118	48	131	**	118	48	52	110	25	**
	26%	*27%*	**	*25%*	*30%*	*27%*	**	*25%*	*28%*	*31%*	*27%*	*30%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**2**	-	2	*	**	*	2	*	**	2	2	2	1	2	**
	***%**	-%	*1%*	*%*	**	*%	*%*	*%*	**	*1%*	*1%*	*%*	*%*	*1%*	**
This is not important to me - don't mind if not offered	**33**	3	25	7	**	5	32	7	**	23	25	29	20	22	**
	5%	*1%*	*7%*	*9%*	**	*1%*	*8%*	*4%*	**	*6%*	*6%*	*5%*	*5%*	*7%*	**
			a	a			a	a							
This is mandatory to me - a must have	**310**	100	151	28	**	263	171	74	**	196	181	280	189	144	**
	48%	*56%*	*44%*	*37%*	**	*58%*	*41%*	*49%*	**	*47%*	*45%*	*49%*	*48%*	*44%*	**
		bc				b									
This is a 'nice to have' , but I can live without it being offered	**128**	25	75	22	**	73	99	29	**	77	85	112	80	63	**
	20%	*14%*	*22%*	*28%*	**	*16%*	*24%*	*19%*	**	*18%*	*21%*	*20%*	*20%*	*19%*	**
			a	a			a								
This is a 'great to have' - makes a difference and can sway my decision	**166**	51	88	20	**	114	113	40	**	119	107	145	108	93	**
	26%	*29%*	*26%*	*26%*	**	*25%*	*27%*	*27%*	**	*29%*	*27%*	*26%*	*27%*	*29%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**2**	1	2	-	-	*	1	2	**	**	**	**	2	2	2	2	2
	***%**	*%	*1%*	-%	-%	*%	*%	*1%*	**	**	**	**	*%	*%	*%	*%	*%
This is not important to me - don't mind if not offered	**33**	17	25	5	2	5	24	25	**	**	**	**	33	20	33	25	32
	5%	*4%*	*9%*	*1%*	*2%*	*5%*	*6%*	*7%*	**	**	**	**	*5%*	*4%*	*5%*	*4%*	*5%*
		c	**acd**			c											
This is mandatory to me - a must have	**310**	187	119	200	48	41	193	173	**	**	**	**	295	262	296	287	308
	48%	*47%*	*41%*	*57%*	*49%*	*47%*	*46%*	*47%*	**	**	**	**	*48%*	*49%*	*48%*	*49%*	*49%*
				ab													
This is a 'nice to have' , but I can live without it being offered	**128**	95	63	53	20	19	94	73	**	**	**	**	123	110	123	117	126
	20%	*24%*	*22%*	*15%*	*21%*	*22%*	*22%*	*20%*	**	**	**	**	*20%*	*21%*	*20%*	*20%*	*20%*
		c	c														
This is a 'great to have' - makes a difference and can sway my decision	**166**	101	82	93	28	22	105	93	**	**	**	**	159	136	160	157	161
	26%	*25%*	*28%*	*27%*	*28%*	*25%*	*25%*	*25%*	**	**	**	**	*26%*	*26%*	*26%*	*27%*	*26%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**2**	2	2	*	**	2	**	-	2	-	**	-	-	-	2	*
	***%**	*%	*%	*%	**	*%	**	-%	*1%*	-%	**	-%	-%	-%	*1%*	*%
This is not important to me - don't mind if not offered	**33**	11	31	5	**	28	**	4	27	11	**	5	9	6	20	6
	5%	*2%*	*5%* a	*3%*	**	*6%*	**	*3%*	*6%*	*5%*	**	*7%*	*5%*	*4%*	*5%*	*6%*
This is mandatory to me - a must have	**310**	227	294	104	**	236	**	64	230	114	**	31	96	76	192	42
	48%	*53%*	*48%*	*59%* b	**	*48%*	**	*49%*	*49%*	*52%*	**	*44%*	*52%*	*53%*	*48%*	*43%*
This is a 'nice to have' , but I can live without it being offered	**128**	77	125	25	**	98	**	32	85	33	**	13	33	31	73	24
	20%	*18%*	*20%* c	*14%*	**	*20%*	**	*24%*	*18%*	*15%*	**	*19%*	*18%*	*22%*	*18%*	*24%*
This is a 'great to have' - makes a difference and can sway my decision	**166**	112	161	43	**	125	**	30	125	61	**	21	47	30	111	25
	26%	*26%*	*26%*	*24%*	**	*26%*	**	*23%*	*27%*	*28%*	**	*30%*	*25%*	*21%*	*28%*	*26%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**2**	-	-	2	1	2
	***%**	-%	-%	*1%*	*%*	*1%*
This is not important to me - don't mind if not offered	**33**	5	2	23	18	15
	5%	*3%*	*3%*	*5%*	*5%*	*5%*
This is mandatory to me - a must have	**310**	79	35	196	149	161
	48%	*50%*	*55%*	*47%*	*45%*	*53%* a
This is a 'nice to have' , but I can live without it being offered	**128**	24	9	94	71	57
	20%	*15%*	*15%*	*23%*	*21%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**166**	49	17	100	95	71
	26%	*31%*	*27%*	*24%*	*28%*	*23%*

Columns Tested: a,b,c - a,b

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**2**	-	-	-	-	-	**	**	**	2	*	**	**
	***%**	-%	-%	-%	-%	-%	**	**	**	*3%*	*1%*	**	**
This is not important to me - don't mind if not offered	**33**	*	5	2	2	-	**	**	**	4	4	**	**
	5%	*%*	*7%*	*5%*	*2%*	-%	**	**	**	*8%*	*8%*	**	**
			ae				**ae**	**ae**	e	**ae**	**ae**	**adel**	
This is mandatory to me - a must have	**310**	41	36	23	41	43	**	**	**	13	17	**	**
	48%	*68%*	*53%*	*49%*	*57%*	*53%*	**	**	**	*23%*	*33%*	**	**
		cgijk	**ijk**	**ik**	**ijk**	**ijk**	**ijk**	i	**ijk**				**ijk**
This is a 'nice to have' , but I can live without it being offered	**128**	7	14	10	16	15	**	**	**	9	16	**	**
	20%	*11%*	*21%*	*21%*	*23%*	*18%*	**	**	**	*16%*	*30%*	**	**
					f						**af**	**abcdefghi**	
This is a 'great to have' - makes a difference and can sway my decision	**166**	13	13	12	13	24	**	**	**	28	15	**	**
	26%	*21%*	*19%*	*25%*	*18%*	*29%*	**	**	**	*50%*	*29%*	**	**
										abcdefghjk l			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Proof of receipt/delivery (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**2**	-	-	2	*
	***%**	-%	-%	*1%*	*%*
This is not important to me - don't mind if not offered	**33**	8	4	11	10
	5%	*4%*	*2%*	*8%*	*8%*
				b	b
This is mandatory to me - a must have	**310**	101	108	57	45
	48%	*57%*	*56%*	*39%*	*36%*
		cd	**cd**		
This is a 'nice to have' , but I can live without it being offered	**128**	31	34	26	38
	20%	*17%*	*17%*	*18%*	*31%*
					abc
This is a 'great to have' - makes a difference and can sway my decision	**166**	38	47	51	30
	26%	*21%*	*25%*	*35%*	*24%*
				ab	

Columns Tested: a,b,c,d

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	*	-	*	**	**	**	*	-	-	**	**	-
	***%**	-%	*1%*	**	**	**	*%*	-%	-%	**	**	-%
This is not important to me - don't mind if not offered	**32**	32	1	**	**	**	1	6	4	**	**	2
	5%	*5%*	*4%*	**	**	**	*3%*	*3%*	*3%*	** ab	**	*7%*
This is mandatory to me - a must have	**315**	299	9	**	**	**	16	102	80	**	**	11
	49%	*49%*	*53%*	**	**	**	*54%*	*55%* e	*56%* e	**	**	*35%*
This is a 'nice to have' , but I can live without it being offered	**120**	115	3	**	**	**	4	28	23	**	**	9
	19%	*19%*	*15%*	**	**	**	*14%*	*15%*	*16%*	**	**	*28%* ab
This is a 'great to have' - makes a difference and can sway my decision	**172**	164	5	**	**	**	9	50	36	**	**	9
	27%	*27%*	*28%*	**	**	**	*29%*	*27%*	*25%*	**	**	*30%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	*	*	**	-	**	**	-	**	**	**	*	-	-	-
	***%**	**%*	**	-%	**	**	-%	**	**	**	**%*	-%	-%	-%
This is not important to me - don't mind if not offered	**32**	2	**	4	**	**	4	**	**	**	28	2	1	2
	5%	*3%*	**	*3%*	**	**	*3%*	**	**	**	*5%*	*6%*	*3%*	*7%*
						acfgjl								
This is mandatory to me - a must have	**315**	31	**	64	**	**	66	**	**	**	279	12	10	14
	49%	*47%*	**	*59%*	**	**	*62%*	**	**	**	*50%*	*46%*	*42%*	*48%*
				bl			**begjl**				b			
This is a 'nice to have' , but I can live without it being offered	**120**	11	**	12	**	**	16	**	**	**	103	3	6	7
	19%	*17%*	**	*11%*	**	**	*15%*	**	**	**	*18%*	*13%*	*27%*	*22%*
			acefhijk										**cek**	
			m											
This is a 'great to have' - makes a difference and can sway my decision	**172**	22	**	30	**	**	20	**	**	**	151	9	7	7
	27%	*33%*	**	*27%*	**	**	*19%*	**	**	**	*27%*	*34%*	*28%*	*23%*
								f				f		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	*	*	**	-	**	**	-	**	**	**	*	-	-	-
	***%**	**%*	**	*-%*	**	**	*-%*	**	**	**	**%*	*-%*	*-%*	*-%*
This is not important to me - don't mind if not offered	**32**	2	**	4	**	**	4	**	**	**	28	2	1	2
	5%	*3%*	**	*3%*	**	**	*3%*	**	**	**	*5%*	*6%*	*3%*	*7%*
						acfgjkl								
This is mandatory to me - a must have	**315**	33	**	58	**	**	72	**	**	**	279	12	10	14
	49%	*46%*	**	*56%*	**	**	*59%*	**	**	**	*50%*	*44%*	*42%*	*48%*
							el							
This is a 'nice to have' , but I can live without it being offered	**120**	15	**	12	**	**	16	**	**	**	103	3	6	7
	19%	*21%*	**	*12%*	**	**	*13%*	**	**	**	*18%*	*12%*	*27%*	*22%*
								e					**cefk**	
This is a 'great to have' - makes a difference and can sway my decision	**172**	22	**	30	**	**	30	**	**	**	149	10	7	7
	27%	*31%*	**	*29%*	**	**	*24%*	**	**	**	*27%*	*39%*	*28%*	*23%*
												hjm		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	*	**	*	**	**	-	**	**	-	-	*	*	-	*	**
	*%	**	*%	**	**	-%	**	**	-%	-%	*%	*%	-%	*%	**
This is not important to me - don't mind if not offered	32	**	3	**	**	18	**	**	9	26	7	30	2	32	**
	5%	**	3%	**	**	7%	**	**	5%	5%	5%	5%	4%	5%	**
This is mandatory to me - a must have	315	**	51	**	**	117	**	**	106	250	65	292	23	311	**
	49%	**	52% d	**	**	47%	**	**	53% d	49%	49%	50%	45%	50%	**
This is a 'nice to have' , but I can live without it being offered	120	**	18	**	**	49	**	**	37	93	26	114	6	112	**
	19%	**	18%	**	**	19%	**	**	18%	18%	20%	19%	11%	18%	**
This is a 'great to have' - makes a difference and can sway my decision	172	**	27	**	**	67	**	**	48	137	35	151	21	167	**
	27%	**	28%	**	**	27%	**	**	24%	27%	27%	26%	40% a	27%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	645	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	640	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	*	-	*	-	-	*	**	**	**	**	**	**	*	-	**	-	*
	*%	-%	*%	-%	-%	*%	**	**	**	**	**	**	*%	-%	**	-%	*%
This is not important to me - don't mind if not offered	32	15	7	10	27	4	**	**	**	**	**	**	31	2	**	23	6
	5%	6%	6%	4%	7%	2%	**	**	**	**	**	**	5%	4%	**	7%	2%
					b								b			c	
This is mandatory to me - a must have	315	103	66	146	166	126	**	**	**	**	**	**	292	23	**	144	149
	49%	43%	53%	54%	43%	60%	**	**	**	**	**	**	49%	55%	**	44%	59%
				a		ai											ab
This is a 'nice to have' , but I can live without it being offered	120	44	19	53	74	36	**	**	**	**	**	**	110	10	**	59	46
	19%	19%	15%	20%	19%	17%	**	**	**	**	**	**	18%	23%	**	18%	18%
This is a 'great to have' - makes a difference and can sway my decision	172	76	33	62	120	44	**	**	**	**	**	**	165	8	**	102	52
	27%	32%	26%	23%	31%	21%	**	**	**	**	**	**	28%	18%	**	31%	21%
		c			b								b			c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	*	-	-	-	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	-%	-%	-%	*%	*%	*%	-%	**	**	**	**	**	**	*%	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**32**	18	15	22	32	9	18	20	**	**	**	**	**	**	31	**	**	**	**	**	**	**
	5%	*4%*	*4%*	*4%*	*5%*	*4%*	*4%*	*4%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**315**	215	215	253	315	109	220	220	**	**	**	**	**	**	303	**	**	**	**	**	**	**
	49%	*49%*	*52%*	*49%*	*49%*	*53%*	*50%*	*48%*	**	**	**	**	**	**	*49%*	**	**	**	**	**	**	**
This is a 'nice to have' , but I can live without it being offered	**120**	82	75	98	120	36	79	85	**	**	**	**	**	**	115	**	**	**	**	**	**	**
	19%	*19%*	*18%*	*19%*	*19%*	*17%*	*18%*	*19%*	**	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**172**	127	112	141	172	54	122	130	**	**	**	**	**	**	172	**	**	**	**	**	**	**
	27%	*29%*	*27%*	*27%*	*27%*	*26%*	*28%*	*29%*	**	**	**	**	**	**	*28%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	*	-	-	-	-	**	-	-	*	-	**	*	**	-	*	-
	*%	-%	-%	-%	-%	**	-%	-%	*%	-%	**	*%	**	-%	*%	-%
This is not important to me - don't mind if not offered	**32**	5	5	11	2	**	8	10	7	7	**	22	**	6	18	15
	5%	*5%*	*4%*	*6%*	*2%*	**	*4%*	*7%*	*5%*	*6%*	**	*5%*	** c	*3%*	*3%*	*12% a*
This is mandatory to me - a must have	**315**	42	50	94	62	**	101	68	80	65	**	213	**	85	252	64
	49%	*46%*	*43%*	*50%*	*55% b*	**	*46%*	*46%*	*56% a*	*52%*	**	*51% b*	**	*47% b*	*49%*	*51%*
This is a 'nice to have' , but I can live without it being offered	**120**	18	26	26	27	**	45	27	21	27	**	86	**	25	100	19
	19%	*20%*	*23%*	*14%*	*24% c*	**	*20%*	*18%*	*14%*	*22%*	**	*21% c*	** c	*14%*	*19%*	*16%*
This is a 'great to have' - makes a difference and can sway my decision	**172**	28	36	57	21	**	67	44	35	25	**	96	**	66	147	26
	27%	*30%*	*30% d*	*30% d*	*19%*	**	*30% d*	*30%*	*24%*	*20%*	**	*23%*	**	*36% a*	*28%*	*21%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	*	-	**	*	-	-	**	*	-	-	-	-	**
	*%	-%	**	*%	-%	-%	**	*%	-%	-%	-%	-%	**
This is not important to me - don't mind if not offered	**32**	18	**	18	15	18	**	19	13	2	18	4	**
	5%	*4%*	**	*4%*	*9%* a	*4%*	**	*4%*	*8%*	*1%*	*5%*	*5%*	**
This is mandatory to me - a must have	**315**	245	**	240	75	242	**	232	83	90	196	38	**
	49%	*50%*	**	*50%*	*46%*	*50%* b	**	*49%*	*49%*	*54%*	*48%*	*45%*	**
This is a 'nice to have' , but I can live without it being offered	**120**	90	**	87	32	86	**	89	30	18	81	14	**
	19%	*18%*	**	*18%*	*20%*	*18%*	** a	*19%*	*18%*	*11%*	*20%* a	*17%*	**
This is a 'great to have' - makes a difference and can sway my decision	**172**	134	**	132	41	134	**	130	42	57	109	27	**
	27%	*28%*	**	*28%*	*25%*	*28%*	**	*28%*	*25%*	*34%*	*27%*	*33%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	*	-	-	-	**	-	*	-	**	-	-	*	-	-	**
	***%**	-%	-%	-%	**	-%	*%	-%	**	-%	-%	*%	-%	-%	**
This is not important to me - don't mind if not offered	**32**	2	13	5	**	21	23	8	**	14	15	23	15	13	**
	5%	*1%*	*4%*	*6%* a	**	*5%*	*5%*	*5%*	**	*3%*	*4%*	*4%*	*4%*	*4%*	**
This is mandatory to me - a must have	**315**	99	175	33	**	248	183	70	**	209	209	285	203	161	**
	49%	*56%* c	*51%*	*43%*	**	*55%* b	*44%*	*47%*	**	*50%*	*52%*	*50%*	*51%*	*49%*	**
This is a 'nice to have' , but I can live without it being offered	**120**	22	69	19	**	65	96	33	**	74	68	110	68	62	**
	19%	*13%*	*20%* a	*25%* a	**	*14%*	*23%* a	*22%* a	**	*18%*	*17%*	*19%*	*17%*	*19%*	**
This is a 'great to have' - makes a difference and can sway my decision	**172**	54	84	20	**	121	115	38	**	120	109	151	111	90	**
	27%	*30%*	*25%*	*26%*	**	*26%*	*28%*	*26%*	**	*29%*	*27%*	*27%*	*28%*	*28%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	*	-	*	-	-	-	*	*	**	**	**	**	*	*	*	*	*
	*%	-%	*%	-%	-%	-%	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
This is not important to me - don't mind if not offered	**32**	24	20	12	5	6	21	16	**	**	**	**	30	28	30	26	32
	5%	6%	7%	3%	6%	7%	5%	4%	**	**	**	**	5%	5%	5%	4%	5%
			c														
This is mandatory to me - a must have	**315**	191	121	195	48	38	209	179	**	**	**	**	297	262	299	293	313
	49%	48%	42%	56%	50%	43%	50%	49%	**	**	**	**	49%	50%	49%	50%	50%
				abe													
This is a 'nice to have' , but I can live without it being offered	**120**	83	73	47	14	19	79	75	**	**	**	**	115	97	117	107	117
	19%	21%	25%	13%	14%	22%	19%	20%	**	**	**	**	19%	18%	19%	18%	19%
		c	**cd**														
This is a 'great to have' - makes a difference and can sway my decision	**172**	102	76	97	29	24	109	95	**	**	**	**	169	142	169	162	168
	27%	26%	26%	28%	30%	28%	26%	26%	**	**	**	**	28%	27%	27%	27%	27%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	*	-	*	-	**	*	**	-	*	-	**	-	-	*	-	-
	***%**	-%	*%	-%	**	*%	**	-%	*%	-%	**	-%	-%	*%	-%	-%
This is not important to me - don't mind if not offered	**32**	20	27	8	**	21	**	2	23	15	**	3	16	2	24	6
	5%	*5%*	*4%*	*4%*	**	*4%*	**	*1%*	*5%*	*7%*	**	*4%*	*8%*	*2%*	*6%* a	*6%*
This is mandatory to me - a must have	**315**	224	299	100	**	237	**	72	232	104	**	42	86	73	200	42
	49%	*52%*	*49%*	*56%*	**	*48%*	**	*55%*	*49%*	*48%*	**	*60%*	*47%*	*51%*	*50%*	*43%*
This is a 'nice to have' , but I can live without it being offered	**120**	70	117	29	**	98	**	26	85	47	**	12	39	29	65	26
	19%	*16%*	*19%*	*17%*	**	*20%*	**	*20%*	*18%*	*21%*	**	*17%*	*21%*	*20%*	*16%*	*26%* b
This is a 'great to have' - makes a difference and can sway my decision	**172**	115	170	41	**	133	**	31	130	54	**	13	44	38	110	24
	27%	*27%*	*28%*	*23%*	**	*27%*	**	*24%*	*28%*	*24%*	**	*19%*	*24%*	*27%*	*28%*	*24%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	*	-	-	*	-	*
	***%**	-%	-%	*%	-%	*%
This is not important to me - don't mind if not offered	**32**	2	2	28	13	19
	5%	*1%*	*3%*	*7%*	*4%*	*6%*
				a		
This is mandatory to me - a must have	**315**	78	32	205	169	146
	49%	*50%*	*50%*	*49%*	*51%*	*48%*
This is a 'nice to have' , but I can live without it being offered	**120**	29	10	78	59	61
	19%	*18%*	*15%*	*19%*	*18%*	*20%*
This is a 'great to have' - makes a difference and can sway my decision	**172**	48	20	104	93	80
	27%	*30%*	*32%*	*25%*	*28%*	*26%*

Columns Tested: a,b,c - a,b

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	*	*	-	-	-	-	**	**	**	-	-	**	**
	%	*%	-%	-%	-%	-%	**	**	**	-%	-%	**	**
This is not important to me - don't mind if not offered	**32**	*	1	2	4	4	**	**	**	3	2	**	**
	5%	*%	*1%*	*4%*	*6%*	*4%*	**	**	**	*5%*	*3%*	**	**
								abcdehij				**abh**	a
This is mandatory to me - a must have	**315**	34	32	25	45	42	**	**	**	15	20	**	**
	49%	*56%*	*46%*	*54%*	*63%*	*50%*	**	**	**	*28%*	*38%*	**	**
		ijk		**ik**	**bgijk**	i	**begijk**		**ik**				**gijk**
This is a 'nice to have' , but I can live without it being offered	**120**	11	15	12	15	9	**	**	**	14	14	**	**
	19%	*19%*	*22%*	*25%*	*21%*	*11%*	**	**	**	*25%*	*27%*	**	**
		f	f	**efl**	f				f	**efl**	**efgl**	**efgl**	
This is a 'great to have' - makes a difference and can sway my decision	**172**	15	21	8	7	28	**	**	**	23	17	**	**
	27%	*25%*	*31%*	*16%*	*10%*	*34%*	**	**	**	*42%*	*32%*	**	**
		d	d			**cd**		d	d	**acdf**	d	d	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Guaranteed delivery to recipient's door (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	*	*	-	-	-
	***%**	*%	-%	-%	-%
This is not important to me - don't mind if not offered	**32**	3	10	11	9
	5%	*1%*	*5%*	*8%*	*7%*
				a	a
This is mandatory to me - a must have	**315**	91	114	57	52
	49%	*52%*	*59%*	*39%*	*42%*
		c	**cd**		
This is a 'nice to have' , but I can live without it being offered	**120**	39	25	27	29
	19%	*22%*	*13%*	*19%*	*23%*
		b			b
This is a 'great to have' - makes a difference and can sway my decision	**172**	44	43	50	35
	27%	*25%*	*23%*	*34%*	*28%*
				b	

Columns Tested: a,b,c,d

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**645**	401	150	50	44	-	244	118	115	39	21	68
Weighted total	**640**	610	18	6	6	-	30	185	143	46	17	31
This is a negative to me	**24**	23	*	**	**	**	1	5	5	**	**	*
	4%	*4%*	*2%*	** b	**	**	*3%*	*3%*	*3%*	**	**	**%*
This is not important to me - don't mind if not offered	**157**	153	3	**	**	**	4	62	33	**	**	9
	25%	*25%* **cf**	*17%*	**	**	**	*14%*	*34%*	*23%*	**	**	*28%*
This is mandatory to me - a must have	**168**	157	7	**	**	**	12	41	38	**	**	7
	26%	*26%*	*37%* a	** a	**	**	*40%* a	*22%*	*27%*	**	**	*21%*
This is a 'nice to have' , but I can live without it being offered	**143**	137	4	**	**	**	6	42	31	**	**	9
	22%	*22%*	*23%*	**	**	**	*19%*	*23%*	*22%*	**	**	*29%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	141	4	**	**	**	7	35	36	**	**	7
	23%	*23%*	*22%*	**	**	**	*24%*	*19%*	*25%*	**	**	*21%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	51	35	84	9	39	82	43	45	44	432	66	72	75
Weighted total	**640**	67	56	109	12	49	106	55	56	52	562	25	24	30
This is a negative to me	**24**	4	**	4	**	**	2	**	**	**	21	1	2	1
	4%	*6%*	**	*4%*	**	**	*2%*	**	**	**	*4%*	*3%*	*8%*	*2%*
This is not important to me - don't mind if not offered	**157**	11	**	29	**	**	25	**	**	**	132	9	4	13
	25%	*16%*	**	*27%*	**	**	*23%*	**	**	**	*23%*	*36%*	*15%*	*43%*
												ajl		**acfghjl**
This is mandatory to me - a must have	**168**	18	**	31	**	**	32	**	**	**	149	4	7	8
	26%	*28%*	**	*28%*	**	**	*30%*	**	**	**	*27%*	*16%*	*30%*	*27%*
						k								
This is a 'nice to have' , but I can live without it being offered	**143**	18	**	18	**	**	29	**	**	**	127	6	6	5
	22%	*26%*	**	*17%*	**	**	*28%*	**	**	**	*23%*	*23%*	*24%*	*15%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	16	**	27	**	**	18	**	**	**	133	6	5	4
	23%	*24%*	**	*25%*	**	**	*17%*	**	**	**	*24%*	*22%*	*23%*	*13%*
								fm			m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**645**	56	28	81	10	40	86	36	47	45	429	69	72	75
Weighted total	**640**	73	47	103	9	47	122	48	56	55	559	27	24	30
This is a negative to me	**24**	4	**	4	**	**	2	**	**	**	21	1	2	1
	4%	*6%*	**	*4%*	**	**	*2%*	**	**	**	*4%*	*2%*	*8%*	*2%*
This is not important to me - don't mind if not offered	**157**	13	**	27	**	**	29	**	**	**	132	9	4	13
	25%	*18%*	**	*27%*	**	**	*24%*	**	**	**	*24%*	*34%*	*15%*	*43%*
												al		**acfhjl**
This is mandatory to me - a must have	**168**	17	**	32	**	**	34	**	**	**	149	4	7	8
	26%	*23%*	**	*32%*	**	**	*28%*	**	**	**	*27%*	*15%*	*30%*	*27%*
				k							k		k	
This is a 'nice to have' , but I can live without it being offered	**143**	21	**	16	**	**	32	**	**	**	127	6	6	5
	22%	*29%*	**	*15%*	**	**	*26%*	**	**	**	*23%*	*21%*	*24%*	*15%*
		cm												
This is a 'great to have' - makes a difference and can sway my decision	**148**	18	**	23	**	**	25	**	**	**	131	7	5	4
	23%	*24%*	**	*23%*	**	**	*21%*	**	**	**	*23%*	*28%*	*23%*	*13%*
								m	m		m	m		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	645	14	97	14	44	213	15	23	218	480	165	587	58	631	14
Weighted total	640	9	99	8	39	251	8	19	200	506	134	587	53	622	18
This is a negative to me	24	**	9	**	**	5	**	**	6	18	6	20	4	24	**
	4%	**	9% eh	**	**	2%	**	**	3%	4%	4%	3%	7%	4%	**
This is not important to me - don't mind if not offered	157	**	23	**	**	60	**	**	48	129	29	151	6	150	**
	25%	**	23%	**	**	24%	**	**	24%	25%	21%	26% b	11%	24%	**
This is mandatory to me - a must have	168	**	26	**	**	71	**	**	52	123	45	153	15	168	**
	26%	**	27%	**	**	28%	**	**	26%	24%	34% a	26%	29%	27%	**
This is a 'nice to have' , but I can live without it being offered	143	**	18	**	**	56	**	**	52	114	28	132	11	136	**
	22%	**	19%	**	**	22%	**	**	26%	23%	21%	22%	20%	22%	**
This is a 'great to have' - makes a difference and can sway my decision	148	**	22	**	**	60	**	**	41	122	26	131	17	144	**
	23%	**	22%	**	** h	24%	**	**	21%	24%	19%	22%	32%	23%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	645	251	129	261	334	256	48	5	2	-	-	-	590	55	47	287	311
Weighted total	640	239	125	271	387	211	38	3	2	-	-	-	597	43	59	328	253
This is a negative to me	24	14	4	6	15	9	**	**	**	**	**	**	24	*	**	11	9
	4%	6%	3%	2%	4%	4%	**	**	**	**	**	**	4%	*%	**	3%	4%
		c															
This is not important to me - don't mind if not offered	157	70	24	61	106	45	**	**	**	**	**	**	151	6	**	92	51
	25%	29%	20%	23%	27%	21%	**	**	**	**	**	**	25%	15%	**	28%	20%
		b			j											c	
This is mandatory to me - a must have	168	53	37	78	79	67	**	**	**	**	**	**	146	22	**	69	89
	26%	22%	30%	29%	20%	32%	**	**	**	**	**	**	24%	52%	**	21%	35%
						ai	ai							abi			ab
This is a 'nice to have' , but I can live without it being offered	143	56	27	58	93	43	**	**	**	**	**	**	136	7	**	80	49
	22%	23%	22%	21%	24%	20%	**	**	**	**	**	**	23%	16%	**	24%	19%
This is a 'great to have' - makes a difference and can sway my decision	148	47	32	67	94	47	**	**	**	**	**	**	141	7	**	76	54
	23%	20%	26%	25%	24%	22%	**	**	**	**	**	**	24%	17%	**	23%	21%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**645**	492	457	545	645	269	481	443	42	21	27	6	6	-	618	12	9	5	-	1	-	1
Weighted total	**640**	442	417	514	640	207	439	456	25	13	14	3	4	-	620	10	7	3	-	*	-	*
This is a negative to me	**24**	15	12	18	24	9	12	16	**	**	**	**	**	**	23	**	**	**	**	**	**	**
	4%	*4%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
This is not important to me - don't mind if not offered	**157**	81	88	107	157	49	101	97	**	**	**	**	**	**	153	**	**	**	**	**	**	**
	25%	*18%*	*21%*	*21%*	*25%* a	*23%*	*23%*	*21%*	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
This is mandatory to me - a must have	**168**	133	128	147	168	55	105	120	**	**	**	**	**	**	159	**	**	**	**	**	**	**
	26%	*30%* f	*31%* f	*29%*	*26%*	*27%*	*24%*	*26%*	** a	**	**	**	**	**	*26%*	**	**	**	**	**	**	**
This is a 'nice to have', but I can live without it being offered	**143**	91	84	106	143	38	108	97	**	**	**	**	**	**	140	**	**	**	**	**	**	**
	22%	*21%*	*20%*	*21%*	*22%*	*18%*	*25%* e	*21%*	**	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
This is a 'great to have' - makes a difference and can sway my decision	**148**	121	105	136	148	56	113	126	**	**	**	**	**	**	145	**	**	**	**	**	**	**
	23%	*27%*	*25%*	*26%*	*23%*	*27%*	*26%*	*28%*	**	**	**	**	**	**	*23%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**645**	79	104	176	182	4	207	150	156	129	3	367	39	233	540	105
Weighted total	**640**	93	117	187	111	6	221	148	142	125	4	418	32	182	516	123
This is a negative to me	**24**	4	-	12	2	**	9	3	9	3	**	17	**	6	18	6
	4%	*5%*	*-%*	*6%*	*1%*	**	*4%*	*2%*	*6%*	*2%*	**	*4%*	**	*4%*	*3%*	*5%*
		b		**bd**												
This is not important to me - don't mind if not offered	**157**	23	28	36	18	**	68	34	34	21	**	103	**	44	127	30
	25%	*25%*	*24%*	*19%*	*16%*	**	*31%*	*23%*	*24%*	*17%*	**	*25%*	**	*24%*	*25%*	*25%*
							d									
This is mandatory to me - a must have	**168**	14	34	52	45	**	47	32	35	54	**	104	**	55	134	34
	26%	*15%*	*29%*	*28%*	*41%*	**	*21%*	*22%*	*25%*	*43%*	**	*25%*	**	*30%*	*26%*	*27%*
			a	a	**abc**					**abc**						
This is a 'nice to have' , but I can live without it being offered	**143**	21	26	36	23	**	53	37	30	23	**	100	**	33	118	25
	22%	*22%*	*22%*	*19%*	*21%*	**	*24%*	*25%*	*21%*	*18%*	**	*24%*	**	*18%*	*23%*	*20%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	31	29	51	24	**	44	41	34	25	**	94	**	45	119	28
	23%	*33%*	*25%*	*27%*	*21%*	**	*20%*	*28%*	*24%*	*20%*	**	*22%*	**	*24%*	*23%*	*23%*
		d														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**645**	524	21	497	148	512	33	488	157	192	454	111	-
Weighted total	**640**	488	26	477	163	480	34	471	169	168	405	83	-
This is a negative to me	**24**	18	**	18	6	18	**	18	6	4	15	7	**
	4%	*4%*	**	*4%*	*4%*	*4%*	**	*4%*	*4%*	*2%*	*4%*	*8%* ab	**
This is not important to me - don't mind if not offered	**157**	103	**	122	36	100	**	116	41	36	71	20	**
	25%	*21%*	**	*25%*	*22%*	*21%*	**	*25%*	*24%*	*21%*	*18%*	*24%*	**
This is mandatory to me - a must have	**168**	141	**	126	43	141	**	123	45	44	125	13	**
	26%	*29%*	**	*26%*	*26%*	*29%*	**	*26%*	*27%*	*26%* c	*31%* c	*16%*	**
This is a 'nice to have' , but I can live without it being offered	**143**	99	**	115	28	98	**	115	27	35	86	18	**
	22%	*20%*	**	*24%*	*17%*	*20%*	**	*24%* b	*16%*	*21%*	*21%*	*22%*	**
This is a 'great to have' - makes a difference and can sway my decision	**148**	128	**	97	50	124	**	99	49	50	107	25	**
	23%	*26%*	**	*20%*	*31%* a	*26%*	**	*21%*	*29%* a	*30%*	*26%*	*30%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**645**	182	389	96	-	429	448	151	3	475	445	586	440	379	24
Weighted total	**640**	178	341	77	-	455	418	150	*	417	401	569	397	326	11
This is a negative to me	**24**	2	10	5	**	13	16	7	**	13	12	17	13	10	**
	4%	*1%*	*3%*	*7%* a	**	*3%*	*4%*	*5%*	**	*3%*	*3%*	*3%*	*3%*	*3%*	**
This is not important to me - don't mind if not offered	**157**	42	62	12	**	109	97	48	**	79	86	141	78	75	**
	25%	*23%*	*18%*	*15%*	**	*24%*	*23%*	*32%* b	**	*19%*	*22%*	*25%* a	*20%*	*23%*	**
This is mandatory to me - a must have	**168**	44	111	17	**	133	93	31	**	129	125	152	120	94	**
	26%	*25%*	*32%*	*22%*	**	*29%* **bc**	*22%*	*21%*	**	*31%*	*31%*	*27%*	*30%*	*29%*	**
This is a 'nice to have' , but I can live without it being offered	**143**	37	69	19	**	104	99	30	**	84	77	131	85	60	**
	22%	*21%*	*20%*	*24%*	**	*23%*	*24%*	*20%*	**	*20%*	*19%*	*23%*	*22%*	*18%*	**
This is a 'great to have' - makes a difference and can sway my decision	**148**	53	89	24	**	95	113	35	**	112	101	127	101	87	**
	23%	*30%*	*26%*	*31%*	**	*21%*	*27%* a	*23%*	**	*27%*	*25%*	*22%*	*25%*	*27%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**645**	428	318	347	86	87	454	408	33	10	23	8	619	560	623	599	632
Weighted total	**640**	400	291	352	97	87	417	365	29	8	24	8	612	530	616	589	631
This is a negative to me	**24**	18	7	9	2	2	15	10	**	**	**	**	22	20	22	22	22
	4%	*4%*	*2%*	*2%*	*2%*	*3%*	*4%*	*3%*	**	**	**	**	*4%*	*4%*	*4%*	*4%*	*3%*
This is not important to me - don't mind if not offered	**157**	79	76	81	24	20	90	85	**	**	**	**	148	127	150	144	156
	25%	*20%*	*26%* a	*23%*	*25%*	*23%*	*22%*	*23%*	**	**	**	**	*24%*	*24%*	*24%*	*24%*	*25%*
This is mandatory to me - a must have	**168**	117	61	101	21	23	126	97	**	**	**	**	163	142	163	161	168
	26%	*29%* b	*21%*	*29%* b	*21%*	*27%*	*30%*	*27%*	**	**	**	**	*27%*	*27%*	*26%*	*27%*	*27%*
This is a 'nice to have' , but I can live without it being offered	**143**	91	75	85	23	13	88	83	**	**	**	**	136	120	136	126	140
	22%	*23%*	*26%* e	*24%*	*24%*	*16%*	*21%*	*23%*	**	**	**	**	*22%*	*23%*	*22%*	*21%*	*22%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	96	72	77	27	27	96	90	**	**	**	**	143	121	145	136	144
	23%	*24%*	*25%*	*22%*	*28%*	*32%*	*23%*	*25%*	**	**	**	**	*23%*	*23%*	*24%*	*23%*	*23%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**645**	428	622	204	7	509	18	129	488	202	12	59	181	132	408	102
Weighted total	**640**	429	613	178	7	489	19	131	470	219	16	70	184	143	399	98
This is a negative to me	**24**	19	20	8	**	18	**	5	17	10	**	*	10	1	16	8
	4%	*5%*	*3%*	*5%*	**	*4%*	**	*4%*	*4%*	*5%*	**	*%*	*6%*	*%*	*4%* a	*8%* a
This is not important to me - don't mind if not offered	**157**	105	152	41	**	115	**	26	119	51	**	22	44	33	100	25
	25%	*25%*	*25%*	*23%*	**	*23%*	**	*20%*	*25%*	*23%*	**	*32%*	*24%*	*23%*	*25%*	*26%*
This is mandatory to me - a must have	**168**	118	160	62	**	122	**	41	120	59	**	20	49	45	104	19
	26%	*28%*	*26%*	*35%* b	**	*25%*	**	*32%*	*26%*	*27%*	**	*29%*	*27%*	*32%* c	*26%*	*20%*
This is a 'nice to have' , but I can live without it being offered	**143**	92	136	28	**	118	**	24	111	48	**	11	43	36	82	25
	22%	*21%*	*22%*	*16%*	**	*24%*	**	*18%*	*24%*	*22%*	**	*16%*	*23%*	*25%*	*21%*	*25%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	94	145	39	**	115	**	34	103	51	**	16	38	29	98	21
	23%	*22%*	*24%*	*22%*	**	*24%*	**	*26%*	*22%*	*23%*	**	*23%*	*21%*	*20%*	*25%*	*22%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**645**	133	55	450	356	289
Weighted total	**640**	158	63	415	334	306
This is a negative to me	**24**	3	4	17	13	11
	4%	*2%*	*6%*	*4%*	*4%*	*4%*
This is not important to me - don't mind if not offered	**157**	33	18	107	62	95
	25%	*21%*	*28%*	*26%*	*19%*	*31%* a
This is mandatory to me - a must have	**168**	35	21	112	95	74
	26%	*22%*	*34%*	*27%*	*28%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**143**	43	9	88	83	59
	22%	*27%*	*14%*	*21%*	*25%*	*19%*
This is a 'great to have' - makes a difference and can sway my decision	**148**	44	11	93	81	67
	23%	*28%*	*18%*	*22%*	*24%*	*22%*

Columns Tested: a,b,c - a,b

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**645**	65	53	51	80	68	43	50	46	56	55	43	35
Weighted total	**640**	61	69	47	72	82	39	43	47	56	53	39	33
This is a negative to me	**24**	4	2	3	7	3	**	**	**	2	*	**	**
	4%	*6%*	*3%*	*6%*	*10%*	*3%*	**	**	**	*4%*	*%*	**	**
					fghjk								
This is not important to me - don't mind if not offered	**157**	13	15	5	15	24	**	**	**	15	18	**	**
	25%	*22%*	*21%*	*12%*	*21%*	*29%*	**	**	**	*28%*	*34%*	**	**
						c		c	c	c	c		
This is mandatory to me - a must have	**168**	11	17	16	19	21	**	**	**	8	7	**	**
	26%	*18%*	*24%*	*33%*	*27%*	*26%*	**	**	**	*14%*	*13%*	**	**
				ij			**abdehij**	**aij**					**aij**
This is a 'nice to have' , but I can live without it being offered	**143**	20	22	9	21	14	**	**	**	11	11	**	**
	22%	*34%*	*32%*	*20%*	*29%*	*17%*	**	**	**	*20%*	*22%*	**	**
		efgh	**fgh**	h	**fgh**					h	h	**cefghil**	
This is a 'great to have' - makes a difference and can sway my decision	**148**	12	13	14	9	20	**	**	**	19	17	**	**
	23%	*20%*	*19%*	*29%*	*13%*	*25%*	**	**	**	*34%*	*31%*	**	**
				d					**dk**	**dk**	d		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Daily collection service (QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service:)

Base: All who use a Royal Mail parcel delivery service to send parcels and packets excluding None of These and DK (QV6a.1=1-14)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**645**	169	191	152	133
Weighted total	**640**	177	193	146	125
This is a negative to me	**24**	9	10	2	3
	4%	*5%*	*5%*	*2%*	*2%*
This is not important to me - don't mind if not offered	**157**	33	48	45	32
	25%	*19%*	*25%*	*31%*	*26%*
				a	
This is mandatory to me - a must have	**168**	43	59	36	30
	26%	*25%*	*30%*	*25%*	*24%*
This is a 'nice to have' , but I can live without it being offered	**143**	52	40	18	33
	22%	*29%*	*21%*	*12%*	*26%*
		c	c		c
This is a 'great to have' - makes a difference and can sway my decision	**148**	39	36	45	27
	23%	*22%*	*19%*	*31%*	*22%*
				b	

Columns Tested: a,b,c,d

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**705**	432	164	66	43	-	273	138	133	49	25	71
Weighted total	**674**	641	20	8	5	-	33	208	159	45	19	26
Royal Mail signed for 1st Class	**414**	390	13	6	**	**	23	122	98	**	**	15
	61%	*61%*	*68%*	*69%*	**	**	*71%*	*59%*	*61%*	**	**	*59%*
					a		a					
Royal Mail signed for 2nd Class	**166**	159	5	2	**	**	7	63	28	**	**	6
	25%	*25%*	*23%*	*22%*	**	**	*22%*	*30%*	*18%*	**	**	*22%*
								b				
Special delivery - Next Day (by 1pm)	**316**	299	9	5	**	**	17	80	87	**	**	14
	47%	*47%*	*46%*	*62%*	**	**	*51%*	*39%*	*54%*	**	**	*54%*
				ab					a			a
Royal Mail Tracked	**296**	281	9	4	**	**	15	101	67	**	**	12
	44%	*44%*	*45%*	*45%*	**	**	*46%*	*49%*	*42%*	**	**	*47%*
Special delivery - Next Day (by 9am)	**178**	167	5	3	**	**	11	55	39	**	**	9
	26%	*26%*	*28%*	*39%*	**	**	*33%*	*26%*	*24%*	**	**	*33%*
				a	a		a					
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	164	5	2	**	**	8	41	32	**	**	9
	26%	*26%*	*27%*	*22%*	**	**	*25%*	*20%*	*20%*	**	**	*35%*
										ab		**ab**
None of these	**21**	21	*	-	**	**	*	2	10	**	**	*
	3%	*3%*	*2%*	*-%*	**	**	*1%*	*1%*	*6%*	**	**	**%*
									ae	**ae**		
Don't know	*****	-	*	-	**	**	*	-	-	**	**	-
	****%***	*-%*	*1%*	*-%*	**	**	**%*	*-%*	*-%*	**	**	*-%*
Refused	**-**	-	-	-	**	**	-	-	-	**	**	-
	-%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	**	**	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**705**	51	37	99	13	42	85	52	44	42	465	68	85	87
Weighted total	**674**	64	55	122	17	46	112	68	44	56	585	26	30	32
Royal Mail signed for 1st Class	**414**	47	**	64	**	**	74	40	**	**	350	17	22	25
	61%	*73%*	**	*53%*	**	**	*66%*	*58%*	**	**	*60%*	*65%*	*73%*	*76%*
		ceh								**ceh**			**cehj**	**bceghj**
Royal Mail signed for 2nd Class	**166**	20	**	19	**	**	31	25	**	**	143	5	9	10
	25%	*31%*	**	*16%*	**	**	*28%*	*36%*	**	**	*24%*	*19%*	*30%*	*29%*
		c					c	**bck**					c	c
Special delivery - Next Day (by 1pm)	**316**	33	**	58	**	**	46	37	**	**	273	12	16	16
	47%	*51%*	**	*48%*	**	**	*41%*	*54%*	**	**	*47%*	*44%*	*52%*	*48%*
Royal Mail Tracked	**296**	23	**	50	**	**	42	30	**	**	248	14	18	16
	44%	*35%*	**	*41%*	**	**	*37%*	*43%*	**	**	*42%*	*53%*	*60%*	*49%*
													abcfj	
Special delivery - Next Day (by 9am)	**178**	19	**	34	**	**	34	20	**	**	154	5	9	10
	26%	*30%*	**	*28%*	**	**	*30%*	*29%*	**	**	*26%*	*17%*	*31%*	*31%*
														k
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	21	**	36	**	**	30	12	**	**	153	7	4	7
	26%	*32%*	**	*29%*	**	**	*26%*	*17%*	**	**	*26%*	*27%*	*14%*	*22%*
		l		l			l				l	l		
None of these	**21**	-	**	4	**	**	2	6	**	**	19	*	1	*
	3%	-%	**	*4%*	**	**	*2%*	*9%*	**	**	*3%*	*2%*	*4%*	*%*
								afm		m				
Don't know	*	-	**	-	**	**	-	-	**	**	-	-	*	*
	%	-%	**	-%	**	**	-%	-%	**	**	-%	-%	*%	*%
Refused	**-**	-	**	-	**	**	-	-	**	**	-	-	-	-
	-%	-%	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**705**	59	28	96	13	42	90	44	42	45	459	72	86	88
Weighted total	**674**	78	46	121	16	42	124	54	42	58	580	31	30	33
Royal Mail signed for 1st Class	**414**	55	**	68	**	**	75	**	**	**	350	17	22	25
	61%	*71%*	**	*56%*	**	**	*61%*	**	**	**	*60%*	*56%*	*72%*	*76%*
		e								**cehjk**			**cehjk**	**cefghjk**
Royal Mail signed for 2nd Class	**166**	22	**	19	**	**	40	**	**	**	143	5	9	10
	25%	*28%*	**	*16%*	**	**	*33%*	**	**	**	*25%*	*16%*	*30%*	*29%*
							ck						**ck**	c
Special delivery - Next Day (by 1pm)	**316**	37	**	56	**	**	57	**	**	**	273	12	16	16
	47%	*48%*	**	*46%*	**	**	*46%*	**	**	**	*47%*	*38%*	*52%*	*48%*
													i	
Royal Mail Tracked	**296**	29	**	52	**	**	45	**	**	**	248	14	18	16
	44%	*37%*	**	*42%*	**	**	*36%*	**	**	**	*43%*	*45%*	*60%*	*49%*
													acfj	
Special delivery - Next Day (by 9am)	**178**	15	**	30	**	**	41	**	**	**	154	5	9	10
	26%	*20%*	**	*25%*	**	**	*33%*	**	**	**	*27%*	*15%*	*30%*	*31%*
							hk	**ahk**			k		k	k
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	22	**	30	**	**	33	**	**	**	149	12	4	7
	26%	*29%*	**	*25%*	**	**	*27%*	**	**	**	*26%*	*38%*	*14%*	*22%*
		l					l				l	**jlm**		
None of these	**21**	-	**	4	**	**	2	**	**	**	19	*	1	*
	3%	*-%*	**	*4%*	**	**	*1%*	**	**	**	*3%*	*2%*	*4%*	**%*
								afjkm		m				
Don't know	*	-	**	-	**	**	-	**	**	**	-	-	*	*
	****%***	*-%*	**	*-%*	**	**	*-%*	**	**	**	*-%*	*-%*	**%*	**%*
Refused	**-**	-	**	-	**	**	-	**	**	**	-	-	-	-
	-%	*-%*	**	*-%*	**	**	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	705	14	81	18	56	191	25	33	279	513	192	627	78	690	15
Weighted total	674	12	72	10	45	232	16	25	251	530	144	611	63	658	16
Royal Mail signed for 1st Class	414	**	38	**	26	131	**	**	170	313	100	380	34	409	**
	61%	**	52%	**	58%	56%	**	**	68%	59%	70%	62%	54%	62%	**
								bde	be		a				
Royal Mail signed for 2nd Class	166	**	18	**	5	69	**	**	56	120	46	150	16	161	**
	25%	**	24%	**	11%	30%	**	**	22%	23%	32%	25%	26%	24%	**
			d			d		d			a				
Special delivery - Next Day (by 1pm)	316	**	39	**	22	105	**	**	116	239	76	289	26	309	**
	47%	**	53%	**	50%	45%	**	**	46%	45%	53%	47%	41%	47%	**
Royal Mail Tracked	296	**	26	**	15	109	**	**	115	215	81	262	34	288	**
	44%	**	36%	**	34%	47%	**	**	46%	41%	56%	43%	54%	44%	**
											a				
Special delivery - Next Day (by 9am)	178	**	22	**	13	47	**	**	65	135	44	162	16	176	**
	26%	**	31%	**	30%	20%	**	**	26%	25%	30%	27%	26%	27%	**
								bdeh							
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	172	**	29	**	12	83	**	**	36	134	38	157	15	172	**
	26%	**	39%	**	27%	36%	**	**	14%	25%	27%	26%	24%	26%	**
			gh		h	h									
None of these	21	**	6	**	2	8	**	**	3	16	5	19	2	19	**
	3%	**	8%	**	4%	4%	**	**	1%	3%	3%	3%	4%	3%	**
			h												
Don't know	*	**	*	**	-	-	**	**	*	*	*	*	-	*	**
	*%	**	*%	**	-%	-%	**	**	*%	*%	*%	*%	-%	*%	**
Refused	-	**	-	**	-	-	**	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	**	**	-%	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**705**	330	125	245	429	227	41	4	4	-	-	-	656	49	91	338	276
Weighted total	**674**	301	134	235	456	185	29	1	2	-	-	-	641	32	106	350	218
Royal Mail signed for 1st Class	**414**	188	82	141	282	113	**	**	**	**	**	**	395	**	67	215	132
	61%	*62%*	*62%*	*60%*	*62%*	*61%*	**	**	**	**	**	**	*62%*	**	*63%*	*61%*	*61%*
Royal Mail signed for 2nd Class	**166**	65	29	70	102	47	**	**	**	**	**	**	149	**	22	80	64
	25%	*22%*	*22%*	*30%*	*22%*	*25%*	**	**	**	**	**	**	*23%*	**	*21%*	*23%*	*29%*
				a			**abi**							**abi**			
Special delivery - Next Day (by 1pm)	**316**	140	56	120	208	91	**	**	**	**	**	**	299	**	48	160	108
	47%	*46%*	*42%*	*51%*	*46%*	*49%*	**	**	**	**	**	**	*47%*	**	*45%*	*46%*	*49%*
Royal Mail Tracked	**296**	124	61	111	210	68	**	**	**	**	**	**	277	**	54	156	86
	44%	*41%*	*45%*	*47%*	*46%*	*37%*	**	**	**	**	**	**	*43%*	**	*51%*	*44%*	*40%*
					b		b							b			
Special delivery - Next Day (by 9am)	**178**	78	35	65	124	44	**	**	**	**	**	**	168	**	27	97	54
	26%	*26%*	*26%*	*27%*	*27%*	*24%*	**	**	**	**	**	**	*26%*	**	*26%*	*28%*	*25%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	49	41	82	87	68	**	**	**	**	**	**	155	**	15	72	85
	26%	*16%*	*31%*	*35%*	*19%*	*37%*	**	**	**	**	**	**	*24%*	**	*14%*	*21%*	*39%*
			a	a		**ai**	**ai**							**abi**			**ab**
None of these	**21**	11	4	4	17	4	**	**	**	**	**	**	21	**	1	16	4
	3%	*4%*	*3%*	*2%*	*4%*	*2%*	**	**	**	**	**	**	*3%*	**	*1%*	*5%*	*2%*
Don't know	*	*	*	-	-	*	**	**	**	**	**	**	*	**	-	-	*
	%	*%*	*%*	*-%*	*-%*	*%*	**	**	**	**	**	**	*%*	**	*-%*	*-%*	*%*
Refused	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**705**	570	487	622	506	261	502	533	41	23	17	5	3	-	481	15	7	2	1	-	-	1
Weighted total	**674**	502	430	572	505	205	446	517	28	14	8	3	2	-	486	12	6	1	*	-	-	*
Royal Mail signed for 1st Class	**414**	305	270	346	294	125	273	313	**	**	**	**	**	**	284	**	**	**	**	**	**	**
	61%	*61%*	*63%*	*61%*	*58%*	*61%*	*61%*	*61%*	**	**	**	**	**	**	*58%*	**	**	**	**	**	**	**
Royal Mail signed for 2nd Class	**166**	115	115	139	136	54	105	119	**	**	**	**	**	**	130	**	**	**	**	**	**	**
	25%	*23%*	*27%*	*24%*	*27%*	*26%*	*24%*	*23%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
									a													
Special delivery - Next Day (by 1pm)	**316**	232	194	262	238	97	214	239	**	**	**	**	**	**	231	**	**	**	**	**	**	**
	47%	*46%*	*45%*	*46%*	*47%*	*47%*	*48%*	*46%*	**	**	**	**	**	**	*47%*	**	**	**	**	**	**	**
Royal Mail Tracked	**296**	210	192	247	214	89	193	221	**	**	**	**	**	**	205	**	**	**	**	**	**	**
	44%	*42%*	*45%*	*43%*	*42%*	*43%*	*43%*	*43%*	**	**	**	**	**	**	*42%*	**	**	**	**	**	**	**
Special delivery - Next Day (by 9am)	**178**	143	124	157	121	62	116	149	**	**	**	**	**	**	114	**	**	**	**	**	**	**
	26%	*28%*	*29%*	*28%*	*24%*	*30%*	*26%*	*29%*	**	**	**	**	**	**	*24%*	**	**	**	**	**	**	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	120	115	144	160	57	122	131	**	**	**	**	**	**	151	**	**	**	**	**	**	**
	26%	*24%*	*27%*	*25%*	*32%*	*28%*	*27%*	*25%*	**	**	**	**	**	**	*31%*	**	**	**	**	**	**	**
					ac																	
None of these	**21**	19	15	20	19	5	16	20	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	3%	*4%*	*3%*	*4%*	*4%*	*2%*	*3%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Don't know	*	*	*	*	*	*	*	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Refused	-	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**705**	120	135	201	158	8	153	108	142	99	4	297	25	180	605	100
Weighted total	**674**	135	152	190	85	9	174	109	132	87	4	339	16	146	571	103
Royal Mail signed for 1st Class	**414**	80	78	128	56	**	100	69	82	42	**	192	**	91	361	53
	61%	*59%*	*51%*	*67%* b	*66%* b	**	*58%*	*63%* d	*62%* d	*48%*	**	*57%*	**	*63%*	*63%* b	*51%*
Royal Mail signed for 2nd Class	**166**	19	29	48	40	**	41	31	31	30	**	104	**	31	138	29
	25%	*14%*	*19%*	*25%* a	*47%* **abc**	**	*24%*	*29%*	*24%*	*35%*	**	*31%* c	**	*22%*	*24%*	*28%*
Special delivery - Next Day (by 1pm)	**316**	56	68	91	41	**	83	53	54	45	**	153	**	74	281	35
	47%	*42%*	*45%*	*48%*	*48%*	**	*48%*	*48%*	*41%*	*52%*	**	*45%*	**	*51%*	*49%* b	*33%*
Royal Mail Tracked	**296**	57	77	73	39	**	76	50	48	38	**	140	**	65	262	34
	44%	*42%*	*50%* c	*38%*	*45%*	**	*44%*	*46%*	*36%*	*44%*	**	*41%*	**	*45%*	*46%* b	*33%*
Special delivery - Next Day (by 9am)	**178**	35	41	49	31	**	46	23	27	24	**	72	**	42	154	24
	26%	*26%*	*27%*	*26%*	*37%* **ac**	**	*26%*	*21%*	*21%*	*28%*	**	*21%*	**	*29%*	*27%*	*24%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	16	32	67	28	**	46	31	43	38	**	118	**	39	119	53
	26%	*12%*	*21%*	*35%* **ab**	*33%* **ab**	**	*26%*	*29%*	*32%*	*43%* **ab**	**	*35%*	**	*27%*	*21%*	*51%* a
None of these	**21**	6	10	4	1	**	9	6	4	*	**	9	**	8	14	7
	3%	*5%* d	*6%* **cd**	*2%*	*1%*	**	*5%* d	*6%* d	*3%*	**%*	**	*3%*	**	*6%*	*2%*	*7%* a
Don't know	*	-	-	*	*	**	*	-	*	-	**	*	**	*	*	*
	****%***	*-%*	*-%*	**%*	**%*	**	**%*	*-%*	**%*	*-%*	**	**%*	**	**%*	**%*	**%*
Refused	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**705**	617	5	355	151	602	20	349	157	365	494	122	1
Weighted total	**674**	569	3	352	153	553	19	348	157	306	424	78	*
Royal Mail signed for 1st Class	**414**	343	**	212	82	335	**	210	84	208	262	50	**
	61%	*60%*	**	*60%*	*54%*	*61%*	**	*60%*	*53%*	*68%*	*62%*	*64%*	**
Royal Mail signed for 2nd Class	**166**	138	**	94	42	134	**	91	45	76	102	30	**
	25%	*24%*	**	*27%*	*27%*	*24%*	**	*26%*	*28%*	*25%*	*24%*	*39%* ab	**
Special delivery - Next Day (by 1pm)	**316**	261	**	188	50	257	**	180	58	160	204	47	**
	47%	*46%*	**	*53%* b	*33%*	*46%*	**	*52%* b	*37%*	*52%*	*48%*	*60%* b	**
Royal Mail Tracked	**296**	246	**	165	49	244	**	159	55	141	181	44	**
	44%	*43%*	**	*47%* b	*32%*	*44%*	**	*46%* b	*35%*	*46%*	*43%*	*56%* b	**
Special delivery - Next Day (by 9am)	**178**	155	**	82	39	150	**	78	42	107	121	27	**
	26%	*27%*	**	*23%*	*25%*	*27%*	**	*22%*	*27%*	*35%* b	*29%*	*35%*	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	144	**	73	86	132	**	77	83	67	115	29	**
	26%	*25%*	**	*21%*	*56%* a	*24%*	**	*22%*	*53%* a	*22%*	*27%*	*37%* ab	**
None of these	**21**	20	**	12	7	17	**	12	7	8	15	4	**
	3%	*4%*	**	*3%*	*5%*	*3%*	**	*3%*	*5%*	*3%*	*3%*	*5%*	**
Don't know	*	*	**	*	*	*	**	*	*	*	*	*	**
	%	*%*	**	*%*	*%*	*%*	**	*%*	*%*	*%*	*%*	*%*	**
Refused	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**705**	309	374	99	-	466	284	132	4	569	483	437	547	403	24
Weighted total	**674**	272	313	74	-	481	268	133	*	502	427	438	497	336	10
Royal Mail signed for 1st Class	**414**	188	205	49	**	283	175	92	**	305	269	267	316	210	**
	61%	*69%*	*66%*	*66%*	**	*59%*	*65%*	*69%* a	**	*61%*	*63%*	*61%*	*64%*	*63%*	**
Royal Mail signed for 2nd Class	**166**	75	89	33	**	128	86	49	**	115	115	127	107	115	**
	25%	*28%*	*28%*	*44%* **ab**	**	*27%*	*32%*	*37%* a	**	*23%*	*27%*	*29%* a	*22%*	*34%* a	**
Special delivery - Next Day (by 1pm)	**316**	134	142	42	**	228	128	72	**	232	193	222	249	150	**
	47%	*49%*	*45%*	*56%*	**	*47%*	*48%*	*54%*	**	*46%*	*45%*	*51%*	*50%*	*45%*	**
Royal Mail Tracked	**296**	131	152	50	**	208	125	70	**	210	192	199	224	149	**
	44%	*48%*	*48%*	*67%* **ab**	**	*43%*	*47%*	*53%*	**	*42%*	*45%*	*45%*	*45%*	*44%*	**
Special delivery - Next Day (by 9am)	**178**	85	104	27	**	118	80	49	**	142	122	109	148	95	**
	26%	*31%*	*33%*	*36%*	**	*25%*	*30%*	*37%* a	**	*28%*	*29%*	*25%*	*30%*	*28%*	**
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	60	103	26	**	159	93	60	**	120	114	130	118	97	**
	26%	*22%*	*33%* a	*35%* a	**	*33%*	*35%*	*45%* a	**	*24%*	*27%*	*30%* a	*24%*	*29%*	**
None of these	**21**	7	9	2	**	17	15	4	**	19	15	12	18	15	**
	3%	*2%*	*3%*	*3%*	**	*3%*	*6%*	*3%*	**	*4%*	*4%*	*3%*	*4%*	*4%*	**
Don't know	*	*	*	*	**	*	*	-	**	*	*	*	*	*	**
	***	*%*	*%*	*%*	**	*%*	*%*	-%	**	*%*	*%*	*%*	*%*	*%*	**
Refused	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**705**	297	198	315	72	62	519	412	28	13	17	7	673	619	674	640	692
Weighted total	**674**	278	180	313	81	64	464	357	26	11	20	8	644	574	644	595	663
Royal Mail signed for 1st Class	**414**	204	109	198	71	51	316	226	**	**	**	**	395	355	395	363	409
	61%	*73%*	*61%*	*63%*	*88%*	*80%*	*68%*	*63%*	**	**	**	**	*61%*	*62%*	*61%*	*61%*	*62%*
		bc			**abc**	**bc**											
Royal Mail signed for 2nd Class	**166**	84	93	80	40	36	109	136	**	**	**	**	159	142	159	145	164
	25%	*30%*	*52%*	*26%*	*49%*	*56%*	*24%*	*38%*	**	**	**	**	*25%*	*25%*	*25%*	*24%*	*25%*
			ac		**ac**	**ac**		a									
Special delivery - Next Day (by 1pm)	**316**	142	74	189	49	41	231	164	**	**	**	**	299	270	299	278	312
	47%	*51%*	*41%*	*60%*	*61%*	*64%*	*50%*	*46%*	**	**	**	**	*46%*	*47%*	*46%*	*47%*	*47%*
		b		**ab**	b	b											
Royal Mail Tracked	**296**	136	77	176	51	40	216	169	**	**	**	**	281	249	281	261	292
	44%	*49%*	*43%*	*56%*	*63%*	*63%*	*46%*	*47%*	**	**	**	**	*44%*	*43%*	*44%*	*44%*	*44%*
				b	**ab**	**ab**											
Special delivery - Next Day (by 9am)	**178**	80	33	82	36	28	142	105	**	**	**	**	169	153	169	160	176
	26%	*29%*	*19%*	*26%*	*44%*	*43%*	*31%*	*29%*	**	**	**	**	*26%*	*27%*	*26%*	*27%*	*26%*
		b			**abc**	**abc**											
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	111	72	90	34	33	133	113	**	**	**	**	166	154	166	161	170
	26%	*40%*	*40%*	*29%*	*42%*	*51%*	*29%*	*32%*	**	**	**	**	*26%*	*27%*	*26%*	*27%*	*26%*
		c	c		c	c											
None of these	**21**	6	7	6	2	2	13	14	**	**	**	**	19	15	19	19	21
	3%	*2%*	*4%*	*2%*	*3%*	*3%*	*3%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
Don't know	*	*	*	-	-	*	*	*	**	**	**	**	*	*	*	*	*
	***	*%	*%	-%	-%	*%	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
Refused	-	-	-	-	-	-	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**705**	523	675	237	9	582	24	145	560	193	6	56	171	127	460	116
Weighted total	**674**	482	644	201	6	546	29	140	534	198	8	54	170	125	446	103
Royal Mail signed for 1st Class	**414**	312	395	135	**	339	**	82	332	107	**	24	97	81	274	59
	61%	*65%*	*61%*	*67%*	**	*62%*	**	*58%*	*62%*	*54%*	**	*46%*	*57%*	*65%*	*61%*	*57%*
Royal Mail signed for 2nd Class	**166**	119	161	59	**	137	**	47	119	57	**	14	48	47	93	26
	25%	*25%*	*25%*	*30%*	**	*25%*	**	*34%*	*22%*	*29%*	**	*26%*	*28%*	*38%*	*21%*	*25%*
								b						**bc**		
Special delivery - Next Day (by 1pm)	**316**	238	299	110	**	256	**	61	255	82	**	20	72	50	208	57
	47%	*49%*	*46%*	*55%*	**	*47%*	**	*43%*	*48%*	*42%*	**	*37%*	*43%*	*40%*	*47%*	*56%*
				b												a
Royal Mail Tracked	**296**	231	277	113	**	247	**	59	237	75	**	19	67	60	198	38
	44%	*48%*	*43%*	*56%*	**	*45%*	**	*42%*	*44%*	*38%*	**	*35%*	*39%*	*48%*	*44%*	*37%*
				ab												
Special delivery - Next Day (by 9am)	**178**	138	173	63	**	141	**	34	145	56	**	9	53	34	113	31
	26%	*29%*	*27%*	*32%*	**	*26%*	**	*24%*	*27%*	*29%*	**	*17%*	*31%*	*27%*	*25%*	*30%*
													a			
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	143	167	78	**	135	**	50	122	96	**	33	75	35	108	29
	26%	*30%*	*26%*	*39%*	**	*25%*	**	*36%*	*23%*	*49%*	**	*61%*	*44%*	*28%*	*24%*	*28%*
				ab				b				b				
None of these	**21**	12	19	6	**	15	**	4	17	4	**	2	8	*	17	4
	3%	*3%*	*3%*	*3%*	**	*3%*	**	*3%*	*3%*	*2%*	**	*3%*	*5%*	*%*	*4%*	*4%*
															a	a
Don't know	*	*	*	*	**	*	**	-	*	*	**	-	*	-	*	-
	%	*%*	*%*	*%*	**	*%*	**	-%	*%*	*%*	**	-%	*%*	-%	*%*	-%
Refused	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**705**	116	59	523	401	304
Weighted total	**674**	138	58	475	361	312
Royal Mail signed for 1st Class	**414**	67	33	312	223	190
	61%	*49%*	*57%*	*66%*	*62%*	*61%*
				a		
Royal Mail signed for 2nd Class	**166**	33	13	120	90	76
	25%	*24%*	*22%*	*25%*	*25%*	*24%*
Special delivery - Next Day (by 1pm)	**316**	63	27	226	166	150
	47%	*45%*	*46%*	*48%*	*46%*	*48%*
Royal Mail Tracked	**296**	58	29	208	158	138
	44%	*42%*	*51%*	*44%*	*44%*	*44%*
Special delivery - Next Day (by 9am)	**178**	29	11	138	87	91
	26%	*21%*	*19%*	*29%*	*24%*	*29%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	63	15	94	84	88
	26%	*45%*	*27%*	*20%*	*23%*	*28%*
		bc				
None of these	**21**	4	2	14	8	13
	3%	*3%*	*3%*	*3%*	*2%*	*4%*
Don't know	*	-	-	*	*	-
	***%**	*-%*	*-%*	**%*	**%*	*-%*
Refused	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**705**	78	48	52	92	76	47	46	51	62	55	55	43
Weighted total	**674**	69	56	52	85	82	40	38	51	60	52	53	37
Royal Mail signed for 1st Class	**414**	47	**	34	53	49	**	**	30	33	38	35	**
	61%	*69%*	**	*66%*	*63%*	*60%*	**	**	*58%*	*55%*	*75%*	*66%*	**
		g		g	g						**bgi**	g	
Royal Mail signed for 2nd Class	**166**	23	**	9	22	18	**	**	12	17	13	8	**
	25%	*34%*	**	*16%*	*26%*	*22%*	**	**	*23%*	*28%*	*25%*	*15%*	**
		ck											
Special delivery - Next Day (by 1pm)	**316**	25	**	26	46	48	**	**	22	28	23	26	**
	47%	*37%*	**	*50%*	*55%*	*58%*	**	**	*44%*	*46%*	*44%*	*49%*	**
					al	**abl**							
Royal Mail Tracked	**296**	21	**	28	32	34	**	**	29	27	20	22	**
	44%	*31%*	**	*53%*	*38%*	*41%*	**	**	*57%*	*44%*	*38%*	*41%*	**
			adfj	**af**				**af**	**adf**				**adf**
Special delivery - Next Day (by 9am)	**178**	23	**	17	28	21	**	**	13	13	9	15	**
	26%	*34%*	**	*33%*	*33%*	*26%*	**	**	*25%*	*21%*	*18%*	*28%*	**
		bj		b	b	b	**bj**					b	
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	9	**	18	22	25	**	**	16	16	13	11	**
	26%	*14%*	**	*34%*	*27%*	*30%*	**	**	*31%*	*27%*	*26%*	*21%*	**
			a	a	a	a		a	a				
None of these	**21**	2	**	2	3	*	**	**	*	2	1	4	**
	3%	*3%*	**	*4%*	*4%*	*%*	**	**	*%*	*4%*	*2%*	*8%*	**
			e									e	
Don't know	*	-	**	*	-	-	**	**	-	-	-	-	**
	%	*-%*	**	*%*	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	**
Refused	-	-	**	-	-	-	**	**	-	-	-	-	**
	-%	*-%*	**	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**705**	178	215	159	153
Weighted total	**674**	176	207	149	142
Royal Mail signed for 1st Class	**414**	113	126	79	97
	61%	*64%*	*61%*	*53%*	*68%*
		c			c
Royal Mail signed for 2nd Class	**166**	44	53	37	32
	25%	*25%*	*26%*	*25%*	*23%*
Special delivery - Next Day (by 1pm)	**316**	72	114	69	61
	47%	*41%*	*55%*	*46%*	*43%*
			ad		
Royal Mail Tracked	**296**	81	77	74	63
	44%	*46%*	*37%*	*50%*	*45%*
				b	
Special delivery - Next Day (by 9am)	**178**	47	65	34	33
	26%	*26%*	*31%*	*23%*	*23%*
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	**172**	43	55	43	31
	26%	*25%*	*27%*	*29%*	*22%*
None of these	**21**	8	5	2	5
	3%	*5%*	*3%*	*2%*	*4%*
Don't know	*	*	-	*	-
	%	*%*	-%	*%*	-%
Refused	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1515	932	369	127	87	-	583	295	252	99	47	128
Weighted total	1429	1361	43	14	11	-	68	423	316	92	34	47
Standard Stamped Mail 1st Class	927	896	21	6	4	**	31	306	219	47	**	18
	65%	66%	49%	44%	34%	**	45%	72%	69%	51%	**	38%
		bcdf	d				d	cde	cde			
Standard Stamped Mail 2nd Class	714	688	18	6	3	**	26	226	168	38	**	15
	50%	51%	41%	39%	25%	**	38%	53%	53%	42%	**	32%
		bcdf	d	d			d	cde	cde			
1st Class large letter stamps	441	425	11	4	2	**	17	135	100	22	**	10
	31%	31%	25%	25%	20%	**	24%	32%	32%	24%	**	21%
		bdf						e	e			
2nd Class large letter stamps	300	287	8	3	1	**	13	100	58	13	**	4
	21%	21%	20%	20%	11%	**	18%	24%	18%	14%	**	8%
		d						ce	e			
Franked / metered mail 1st Class	210	182	15	7	6	**	27	12	32	25	**	20
	15%	13%	35%	46%	53%	**	40%	3%	10%	27%	**	42%
			a	ab	abf		a		a	ab	ab	abc
Franked / metered mail 2nd Class	188	162	14	6	6	**	26	18	37	21	**	18
	13%	12%	33%	41%	54%	**	38%	4%	12%	23%	**	38%
			a	a	abf		a		a	ab	ab	abc
PPI - PPI 2nd Class	30	27	2	1	1	**	3	8	4	4	**	3
	2%	2%	4%	6%	6%	**	4%	2%	1%	4%	**	6%
				a	a		a					ab
PPI - PPI 1st Class	27	24	1	1	1	**	3	*	9	4	**	3
	2%	2%	3%	6%	7%	**	4%	*%	3%	5%	**	5%
				a	a		a		a	a		a

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1515**	95	70	186	40	93	181	110	94	86	955	173	178	209
Weighted total	**1429**	130	108	238	49	121	220	135	119	104	1222	66	67	74
Standard Stamped Mail 1st Class	**927**	78	59	172	**	81	140	93	83	67	800	39	44	43
	65%	*60%*	*55%*	*72%*	**	*67%*	*64%*	*69%*	*70%*	*65%*	*65%*	*60%*	*66%*	*58%*
				abkm					**bm**		m			
Standard Stamped Mail 2nd Class	**714**	72	55	91	**	60	102	73	59	58	597	38	36	43
	50%	*56%*	*51%*	*38%*	**	*49%*	*46%*	*54%*	*50%*	*56%*	*49%*	*58%*	*54%*	*58%*
		c			c			c		c	c	**cfj**	c	**cfj**
1st Class large letter stamps	**441**	45	17	83	**	28	75	51	42	23	374	18	22	27
	31%	*34%*	*16%*	*35%*	**	*23%*	*34%*	*38%*	*35%*	*23%*	*31%*	*28%*	*33%*	*36%*
		b		**bei**			b	**bei**	b		b		b	**bei**
2nd Class large letter stamps	**300**	33	17	35	**	14	53	39	29	17	248	17	16	18
	21%	*26%*	*16%*	*15%*	**	*12%*	*24%*	*29%*	*24%*	*17%*	*20%*	*26%*	*24%*	*25%*
		ce					**ce**	**bceij**	e			**ce**	**ce**	**ce**
Franked / metered mail 1st Class	**210**	22	15	43	**	12	38	15	18	11	182	7	8	13
	15%	*17%*	*14%*	*18%*	**	*10%*	*17%*	*11%*	*15%*	*11%*	*15%*	*10%*	*13%*	*17%*
				k										k
Franked / metered mail 2nd Class	**188**	21	13	29	**	9	42	17	11	14	160	7	8	13
	13%	*16%*	*12%*	*12%*	**	*7%*	*19%*	*13%*	*10%*	*13%*	*13%*	*11%*	*12%*	*18%*
							ehjk							e
PPI - PPI 2nd Class	**30**	5	4	4	**	3	2	2	*	6	28	1	1	1
	2%	*4%*	*4%*	*2%*	**	*2%*	*1%*	*1%*	**%*	*6%*	*2%*	*1%*	*1%*	*1%*
										cfhjklm				
PPI - PPI 1st Class	**27**	5	2	*	**	6	2	4	-	4	24	2	1	*
	2%	*4%*	*2%*	**%*	**	*5%*	*1%*	*3%*	*-%*	*4%*	*2%*	*3%*	*1%*	**%*
		cm				**cfhjlm**		**cm**		**chm**		**cm**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1515**	108	58	177	39	86	191	92	95	98	944	179	183	209
Weighted total	**1429**	150	90	227	46	100	244	112	123	121	1213	71	71	74
Standard Stamped Mail 1st Class	**927**	94	53	165	**	67	149	81	82	80	795	43	47	42
	65%	*63%*	*59%*	*73%*	**	*66%*	*61%*	*73%*	*67%*	*67%*	*66%*	*60%*	*65%*	*58%*
				bdfkm				**dkm**			m			
Standard Stamped Mail 2nd Class	**714**	79	44	87	**	48	114	62	61	71	593	38	40	43
	50%	*53%*	*48%*	*38%*	**	*48%*	*47%*	*55%*	*50%*	*59%*	*49%*	*54%*	*56%*	*58%*
		c			c			c		c	c	c	c	**cfj**
1st Class large letter stamps	**441**	47	18	73	**	24	88	44	39	29	375	18	22	27
	31%	*32%*	*20%*	*32%*	**	*24%*	*36%*	*39%*	*31%*	*24%*	*31%*	*26%*	*30%*	*36%*
							bik	**beik**						**bik**
2nd Class large letter stamps	**300**	37	16	34	**	13	57	33	25	23	248	17	16	18
	21%	*24%*	*18%*	*15%*	**	*13%*	*24%*	*30%*	*20%*	*19%*	*20%*	*25%*	*22%*	*25%*
		e					**ce**	**cej**				**ce**		**ce**
Franked / metered mail 1st Class	**210**	22	10	43	**	12	43	11	20	13	181	7	9	13
	15%	*14%*	*11%*	*19%*	**	*12%*	*18%*	*10%*	*16%*	*11%*	*15%*	*10%*	*12%*	*17%*
				k			k							k
Franked / metered mail 2nd Class	**188**	23	11	27	**	7	45	13	14	16	160	7	8	13
	13%	*16%*	*12%*	*12%*	**	*7%*	*18%*	*12%*	*11%*	*13%*	*13%*	*10%*	*11%*	*18%*
							ek							**ek**
PPI - PPI 2nd Class	**30**	5	4	4	**	3	2	2	*	6	26	3	1	1
	2%	*4%*	*4%*	*2%*	**	*3%*	*1%*	*2%*	**%*	*5%*	*2%*	*4%*	*1%*	*1%*
										fhlm				
PPI - PPI 1st Class	**27**	5	2	*	**	6	2	4	-	4	24	2	1	*
	2%	*4%*	*2%*	**%*	**	*6%*	*1%*	*3%*	*-%*	*4%*	*2%*	*3%*	*1%*	**%*
		cm				**cfhjlm**		**cm**		**cm**		**cm**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1515	35	146	30	134	345	61	77	674	1114	401	1331	184	1458	57
Weighted total	1429	29	138	26	117	408	51	73	576	1131	298	1286	143	1358	71
Standard Stamped Mail 1st Class	927	**	88	**	95	224	41	53	381	735	192	834	93	880	47
	65%	**	*64%*	**	*81%*	*55%*	*80%*	*73%*	*66%*	*65%*	*64%*	*65%*	*65%*	*65%*	*65%*
		e			**bceh**		**beh**	e	e						
Standard Stamped Mail 2nd Class	714	**	56	**	43	225	30	37	280	537	177	638	76	672	42
	50%	**	*40%*	**	*37%*	*55%*	*59%*	*50%*	*49%*	*48%*	*59%*	*50%*	*53%*	*50%*	*59%*
		bdefgh		**bdh**		**bd**	**bd**		d		a				
1st Class large letter stamps	441	**	46	**	47	93	14	26	193	331	110	378	63	426	15
	31%	**	*33%*	**	*40%*	*23%*	*27%*	*36%*	*33%*	*29%*	*37%*	*29%*	*44%*	*31%*	*21%*
		cefh	e		e			e	e		a		a		
2nd Class large letter stamps	300	**	27	**	23	69	12	10	136	219	81	248	52	287	13
	21%	**	*19%*	**	*20%*	*17%*	*24%*	*13%*	*24%*	*19%*	*27%*	*19%*	*36%*	*21%*	*18%*
		bdegh		g					**eg**		a		a		
Franked / metered mail 1st Class	210	**	22	**	14	56	*	14	97	169	40	187	23	209	1
	15%	**	*16%*	**	*12%*	*14%*	*1%*	*19%*	*17%*	*15%*	*14%*	*15%*	*16%*	*15%*	*1%*
			f		f	f		**acf**	**acf**					b	
Franked / metered mail 2nd Class	188	**	19	**	7	55	-	11	89	147	42	174	15	186	3
	13%	**	*13%*	**	*6%*	*14%*	*-%*	*15%*	*15%*	*13%*	*14%*	*13%*	*10%*	*14%*	*4%*
			df			**df**		**df**	**df**					b	
PPI - PPI 2nd Class	30	**	5	**	*	21	*	-	5	20	10	25	6	30	*
	2%	**	*3%*	**	**%*	*5%*	**%*	*-%*	*1%*	*2%*	*3%*	*2%*	*4%*	*2%*	**%*
			dh			**dgh**									
PPI - PPI 1st Class	27	**	2	**	*	15	*	1	9	16	11	24	3	27	-
	2%	**	*2%*	**	**%*	*4%*	**%*	*1%*	*2%*	*1%*	*4%*	*2%*	*2%*	*2%*	*-%*
						dh					a				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1515**	856	259	391	1079	365	61	6	4	-	-	-	1444	71	389	690	436
Weighted total	**1429**	787	258	371	1108	276	39	5	2	-	-	-	1384	46	457	651	322
Standard Stamped Mail 1st Class	**927**	565	147	209	786	126	13	**	**	**	**	**	912	15	360	426	141
	65%	*72%*	*57%*	*56%*	*71%*	*46%*	*34%*	**	**	**	**	**	*66%*	*32%*	*79%*	*65%*	*44%*
		bc			**bcij**	j							**bcj**		**bc**	c	
Standard Stamped Mail 2nd Class	**714**	398	130	176	600	100	14	**	**	**	**	**	701	14	235	365	114
	50%	*50%*	*51%*	*47%*	*54%*	*36%*	*35%*	**	**	**	**	**	*51%*	*30%*	*52%*	*56%*	*35%*
					bcj								**bcj**		c	c	
1st Class large letter stamps	**441**	246	80	115	360	69	12	**	**	**	**	**	429	12	118	242	81
	31%	*31%*	*31%*	*31%*	*33%*	*25%*	*31%*	**	**	**	**	**	*31%*	*26%*	*26%*	*37%*	*25%*
					b								b			**ac**	
2nd Class large letter stamps	**300**	157	64	74	244	47	9	**	**	**	**	**	291	9	74	170	56
	21%	*20%*	*25%*	*20%*	*22%*	*17%*	*22%*	**	**	**	**	**	*21%*	*19%*	*16%*	*26%*	*17%*
					b											**ac**	
Franked / metered mail 1st Class	**210**	66	66	76	97	101	11	**	**	**	**	**	198	12	6	91	113
	15%	*8%*	*26%*	*20%*	*9%*	*37%*	*30%*	**	**	**	**	**	*14%*	*27%*	*1%*	*14%*	*35%*
			a	a		**ai**	**ai**						a	**ai**		a	**ab**
Franked / metered mail 2nd Class	**188**	61	54	71	97	81	10	**	**	**	**	**	178	10	9	88	91
	13%	*8%*	*21%*	*19%*	*9%*	*29%*	*25%*	**	**	**	**	**	*13%*	*22%*	*2%*	*14%*	*28%*
			a	a		**ai**	**ai**						a	**ai**		a	**ab**
PPI - PPI 2nd Class	**30**	3	6	22	6	8	14	**	**	**	**	**	15	16	-	6	24
	2%	*%*	*2%*	*6%*	*1%*	*3%*	*36%*	**	**	**	**	**	*1%*	*35%*	-%	*1%*	*8%*
			a	**ab**		**ai**	**abi**							**abi**			**ab**
PPI - PPI 1st Class	**27**	3	6	18	8	4	10	**	**	**	**	**	13	14	2	6	19
	2%	*%*	*2%*	*5%*	*1%*	*2%*	*25%*	**	**	**	**	**	*1%*	*31%*	*1%*	*1%*	*6%*
			a	a			**abi**							**abi**			**ab**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1515**	1373	906	1446	618	501	1002	1259	90	43	40	8	6	-	588	14	9	5	1	1	-	2
Weighted total	**1429**	1258	770	1352	571	392	875	1235	62	26	21	4	4	-	551	11	7	3	*	*	-	1
Standard Stamped Mail 1st Class	**927**	840	458	880	320	217	545	838	26	**	**	**	**	**	313	**	**	**	**	**	**	**
	65%	*67%*	*60%*	*65%*	*56%*	*55%*	*62%*	*68%*	*41%*	**	**	**	**	**	*57%*	**	**	**	**	**	**	**
		bdef		**bde**			**de**	**bcd**														
Standard Stamped Mail 2nd Class	**714**	649	336	674	260	190	450	621	33	**	**	**	**	**	256	**	**	**	**	**	**	**
	50%	*52%*	*44%*	*50%*	*46%*	*49%*	*51%*	*50%*	*53%*	**	**	**	**	**	*47%*	**	**	**	**	**	**	**
		bd		b			**bd**	c	c													
1st Class large letter stamps	**441**	378	334	419	203	128	287	401	13	**	**	**	**	**	203	**	**	**	**	**	**	**
	31%	*30%*	*43%*	*31%*	*36%*	*33%*	*33%*	*32%*	*20%*	**	**	**	**	**	*37%*	**	**	**	**	**	**	**
			acdef		**ac**			**bcd**	c		c											
2nd Class large letter stamps	**300**	263	218	288	137	90	194	268	16	**	**	**	**	**	137	**	**	**	**	**	**	**
	21%	*21%*	*28%*	*21%*	*24%*	*23%*	*22%*	*22%*	*26%*	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
			acef					**cd**	**cd**													
Franked / metered mail 1st Class	**210**	192	179	203	124	101	160	164	17	**	**	**	**	**	120	**	**	**	**	**	**	**
	15%	*15%*	*23%*	*15%*	*22%*	*26%*	*18%*	*13%*	*27%*	**	**	**	**	**	*22%*	**	**	**	**	**	**	**
			acf		**ac**	**acf**	**ac**		a	a	a											
Franked / metered mail 2nd Class	**188**	172	145	180	107	81	141	139	17	**	**	**	**	**	103	**	**	**	**	**	**	**
	13%	*14%*	*19%*	*13%*	*19%*	*21%*	*16%*	*11%*	*28%*	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
			ac		**ac**	**acf**	c		a	a	**ab**											
PPI - PPI 2nd Class	**30**	12	21	26	27	4	15	19	4	**	**	**	**	**	20	**	**	**	**	**	**	**
	2%	*1%*	*3%*	*2%*	*5%*	*1%*	*2%*	*2%*	*7%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
			ae	a	**abcef**				a		a											
PPI - PPI 1st Class	**27**	13	21	27	19	6	13	18	4	**	**	**	**	**	13	**	**	**	**	**	**	**
	2%	*1%*	*3%*	*2%*	*3%*	*1%*	*2%*	*1%*	*7%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
			a	a	**aef**				a	a	a											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1515	355	341	410	329	11	193	137	158	124	6	347	31	233	1408	107
Weighted total	1429	424	341	386	187	14	204	120	134	109	4	366	19	177	1327	103
Standard Stamped Mail 1st Class	927	314	258	238	65	**	130	83	65	40	**	189	**	117	864	63
	65%	74%	76%	62%	35%	**	64%	69%	49%	36%	**	52%	**	66%	65%	61%
		cd	cd	d			cd	cd	d					ab		
Standard Stamped Mail 2nd Class	714	216	186	198	68	**	99	63	61	35	**	169	**	80	677	37
	50%	51%	55%	51%	36%	**	49%	52%	45%	32%	**	46%	**	45%	51%	36%
		d	d	d			d	d	d			b		b	b	
1st Class large letter stamps	441	107	128	132	47	**	78	59	37	28	**	118	**	79	412	29
	31%	25%	37%	34%	25%	**	38%	49%	27%	26%	**	32%	**	44%	31%	29%
			ad	ad			cd	acd				b		ab		
2nd Class large letter stamps	300	78	76	91	39	**	54	39	30	13	**	78	**	53	286	14
	21%	19%	22%	24%	21%	**	27%	32%	22%	12%	**	21%	**	30%	22%	14%
							d	d	d			b		ab		
Franked / metered mail 1st Class	210	8	29	85	77	**	30	19	38	35	**	65	**	48	188	22
	15%	2%	9%	22%	41%	**	15%	16%	28%	32%	**	18%	**	27%	14%	21%
			a	ab	abc				ab	ab			ac	a		a
Franked / metered mail 2nd Class	188	11	28	67	70	**	27	17	35	28	**	63	**	36	165	23
	13%	3%	8%	17%	37%	**	13%	14%	26%	25%	**	17%	**	21%	12%	23%
			a	ab	abc				ab	ab			ac			a
PPI - PPI 2nd Class	30	2	*	7	17	**	3	*	5	19	**	23	**	4	26	4
	2%	1%	*%	2%	9%	**	1%	*%	4%	17%	**	6%	**	2%	2%	4%
				b	abc				b	abc		c				
PPI - PPI 1st Class	27	3	2	7	15	**	*	*	5	13	**	15	**	4	23	4
	2%	1%	1%	2%	8%	**	*%	*%	4%	12%	**	4%	**	2%	2%	4%
					abc				ab	abc						

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1515**	1439	7	455	163	1423	23	450	168	313	1353	193	1
Weighted total	**1429**	1346	6	411	160	1332	20	413	159	243	1246	121	*
Standard Stamped Mail 1st Class	**927**	877	**	233	86	867	**	234	85	191	830	80	**
	65%	*65%*	**	*57%*	*54%*	*65%*	**	*57%*	*54%*	*78%* bc	*67%*	*66%*	**
Standard Stamped Mail 2nd Class	**714**	671	**	192	68	666	**	194	66	129	646	65	**
	50%	*50%*	**	*47%*	*42%*	*50%*	**	*47%*	*42%*	*53%*	*52%*	*54%*	**
1st Class large letter stamps	**441**	416	**	151	52	410	**	152	52	114	376	45	**
	31%	*31%*	**	*37%*	*32%*	*31%*	**	*37%*	*33%*	*47%* bc	*30%*	*37%* b	**
2nd Class large letter stamps	**300**	285	**	109	28	282	**	111	26	74	261	36	**
	21%	*21%*	**	*26%* b	*18%*	*21%*	**	*27%* b	*16%*	*30%* b	*21%*	*30%* b	**
Franked / metered mail 1st Class	**210**	200	**	94	30	198	**	91	34	39	191	31	**
	15%	*15%*	**	*23%*	*19%*	*15%*	**	*22%*	*21%*	*16%*	*15%*	*26%* ab	**
Franked / metered mail 2nd Class	**188**	177	**	77	30	175	**	75	32	29	171	25	**
	13%	*13%*	**	*19%*	*19%*	*13%*	**	*18%*	*20%*	*12%*	*14%*	*20%* ab	**
PPI - PPI 2nd Class	**30**	26	**	14	13	26	**	16	11	6	12	3	**
	2%	*2%*	**	*3%*	*8%* a	*2%*	**	*4%*	*7%*	*2%* b	*1%*	*3%* b	**
PPI - PPI 1st Class	**27**	27	**	10	10	27	**	11	8	8	13	3	**
	2%	*2%*	**	*2%*	*6%* a	*2%*	**	*3%*	*5%*	*3%* b	*1%*	*3%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	**1515**	261	842	127	-	397	466	150	3	1372	899	539	1178	1013	38
Weighted total	**1429**	213	714	94	-	389	427	141	*	1258	766	498	1093	889	18
Standard Stamped Mail 1st Class	**927**	158	416	53	**	236	234	72	**	840	455	279	853	492	**
	65%	*74%*	*58%*	*56%*	**	*61%*	*55%*	*51%*	**	*67%*	*59%*	*56%*	*78%*	*55%*	**
		bc				c				**bc**			**bc**		
Standard Stamped Mail 2nd Class	**714**	108	311	46	**	189	196	66	**	649	336	234	474	645	**
	50%	*51%*	*44%*	*49%*	**	*49%*	*46%*	*47%*	**	*52%*	*44%*	*47%*	*43%*	*73%*	**
		b								b				a	a
1st Class large letter stamps	**441**	121	311	42	**	149	159	49	**	378	333	177	413	264	**
	31%	*57%*	*44%*	*45%*	**	*38%*	*37%*	*35%*	**	*30%*	*43%*	*36%*	*38%*	*30%*	**
		bc									**ac**	a	b		
2nd Class large letter stamps	**300**	71	210	36	**	102	106	41	**	263	217	124	221	273	**
	21%	*34%*	*29%*	*39%*	**	*26%*	*25%*	*29%*	**	*21%*	*28%*	*25%*	*20%*	*31%*	**
				b							a			a	a
Franked / metered mail 1st Class	**210**	38	176	24	**	78	98	36	**	192	179	113	196	149	**
	15%	*18%*	*25%*	*25%*	**	*20%*	*23%*	*26%*	**	*15%*	*23%*	*23%*	*18%*	*17%*	**
			a								a	a			
Franked / metered mail 2nd Class	**188**	27	142	18	**	67	78	29	**	172	145	97	146	171	**
	13%	*13%*	*20%*	*19%*	**	*17%*	*18%*	*21%*	**	*14%*	*19%*	*20%*	*13%*	*19%*	**
			a								a	a		a	a
PPI - PPI 2nd Class	**30**	6	18	9	**	15	23	15	**	12	21	25	18	26	**
	2%	*3%*	*2%*	*10%*	**	*4%*	*5%*	*11%*	**	*1%*	*3%*	*5%*	*2%*	*3%*	**
				ab				**ab**			a	**ab**		a	
PPI - PPI 1st Class	**27**	5	19	11	**	13	15	12	**	13	21	17	23	20	**
	2%	*3%*	*3%*	*12%*	**	*3%*	*3%*	*8%*	**	*1%*	*3%*	*3%*	*2%*	*2%*	**
				ab				**ab**			a	a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1515	410	309	272	74	84	1217	1050	68	14	23	9	1463	1279	1472	1238	1483
Weighted total	1429	378	275	247	79	83	1154	937	59	12	24	9	1373	1149	1380	1133	1395
Standard Stamped Mail 1st Class	**927**	240	135	164	46	40	927	499	27	**	**	**	890	739	892	739	910
	65%	*64%*	*49%*	*67%*	*59%*	*48%*	*80%*	*53%*	*46%*	**	**	**	*65%*	*64%*	*65%*	*65%*	*65%*
		be		be			b										
Standard Stamped Mail 2nd Class	**714**	172	166	123	40	42	493	714	36	**	**	**	686	565	687	566	695
	50%	*45%*	*60%*	*50%*	*51%*	*51%*	*43%*	*76%*	*61%*	**	**	**	*50%*	*49%*	*50%*	*50%*	*50%*
			ac					a									
1st Class large letter stamps	**441**	161	89	110	27	29	441	272	14	**	**	**	418	382	422	370	429
	31%	*43%*	*32%*	*45%*	*34%*	*35%*	*38%*	*29%*	*24%*	**	**	**	*30%*	*33%*	*31%*	*33%*	*31%*
		b		b			b										
2nd Class large letter stamps	**300**	100	96	74	23	25	228	300	15	**	**	**	284	251	284	251	290
	21%	*26%*	*35%*	*30%*	*30%*	*30%*	*20%*	*32%*	*25%*	**	**	**	*21%*	*22%*	*21%*	*22%*	*21%*
			a					a									
Franked / metered mail 1st Class	**210**	92	56	43	18	23	210	154	10	**	**	**	206	199	208	183	209
	15%	*24%*	*20%*	*17%*	*22%*	*27%*	*18%*	*16%*	*18%*	**	**	**	*15%*	*17%*	*15%*	*16%*	*15%*
		c				c											
Franked / metered mail 2nd Class	**188**	66	59	32	14	17	150	188	16	**	**	**	184	177	186	159	187
	13%	*18%*	*21%*	*13%*	*17%*	*20%*	*13%*	*20%*	*27%*	**	**	**	*13%*	*15%*	*14%*	*14%*	*13%*
			c					a									
PPI - PPI 2nd Class	**30**	18	24	11	11	13	20	30	1	**	**	**	29	20	29	28	30
	2%	*5%*	*9%*	*4%*	*14%*	*16%*	*2%*	*3%*	*2%*	**	**	**	*2%*	*2%*	*2%*	*3%*	*2%*
			ac		ac	ac		a									
PPI - PPI 1st Class	**27**	16	14	11	9	11	27	20	*	**	**	**	27	22	27	25	27
	2%	*4%*	*5%*	*4%*	*12%*	*14%*	*2%*	*2%*	*%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
					abc	abc											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1515	895	1464	363	13	1272	47	247	1268	231	11	64	215	171	1070	267
Weighted total	1429	817	1373	294	12	1188	48	245	1184	223	14	59	201	156	1040	230
Standard Stamped Mail 1st Class	**927**	541	887	208	**	784	**	149	777	122	**	27	115	84	708	135
	65%	*66%*	*65%*	*71%*	**	*66%*	**	*61%*	*66%*	*54%*	**	*46%*	*57%*	*54%*	*68%*	*59%*
				b											ac	
Standard Stamped Mail 2nd Class	**714**	410	691	165	**	616	**	108	606	110	**	23	100	69	526	118
	50%	*50%*	*50%*	*56%*	**	*52%*	**	*44%*	*51%*	*49%*	**	*40%*	*50%*	*44%*	*51%*	*51%*
				b		b			a							
1st Class large letter stamps	**441**	281	427	114	**	365	**	77	364	72	**	26	66	55	320	66
	31%	*34%*	*31%*	*39%*	**	*31%*	**	*31%*	*31%*	*32%*	**	*44%*	*33%*	*35%*	*31%*	*29%*
				b												
2nd Class large letter stamps	**300**	196	288	86	**	254	**	59	241	50	**	19	40	42	199	58
	21%	*24%*	*21%*	*29%*	**	*21%*	**	*24%*	*20%*	*22%*	**	*32%*	*20%*	*27%*	*19%*	*25%*
				b										b		b
Franked / metered mail 1st Class	**210**	125	202	53	**	161	**	44	166	49	**	12	41	43	128	38
	15%	*15%*	*15%*	*18%*	**	*14%*	**	*18%*	*14%*	*22%*	**	*20%*	*20%*	*28%*	*12%*	*16%*
														bc		
Franked / metered mail 2nd Class	**188**	108	185	45	**	150	**	39	149	42	**	14	31	36	112	40
	13%	*13%*	*13%*	*15%*	**	*13%*	**	*16%*	*13%*	*19%*	**	*24%*	*16%*	*23%*	*11%*	*18%*
														b		b
PPI - PPI 2nd Class	**30**	26	30	14	**	24	**	15	15	17	**	7	12	18	10	2
	2%	*3%*	*2%*	*5%*	**	*2%*	**	*6%*	*1%*	*8%*	**	*12%*	*6%*	*11%*	*1%*	*1%*
				b				b						bc		
PPI - PPI 1st Class	**27**	18	26	12	**	24	**	10	17	12	**	4	10	12	15	*
	2%	*2%*	*2%*	*4%*	**	*2%*	**	*4%*	*1%*	*5%*	**	*6%*	*5%*	*7%*	*1%*	*%*
				b				b						bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1515**	156	84	1256	849	666
Weighted total	**1429**	165	87	1165	783	647
Standard Stamped Mail 1st Class	**927**	91	52	775	501	426
	65%	*56%*	*60%*	*66%* a	*64%*	*66%*
Standard Stamped Mail 2nd Class	**714**	82	45	585	384	330
	50%	*50%*	*51%*	*50%*	*49%*	*51%*
1st Class large letter stamps	**441**	50	31	359	233	208
	31%	*30%*	*35%*	*31%*	*30%*	*32%*
2nd Class large letter stamps	**300**	36	24	239	167	133
	21%	*22%*	*28%*	*21%*	*21%*	*21%*
Franked / metered mail 1st Class	**210**	22	15	171	123	87
	15%	*14%*	*18%*	*15%*	*16%*	*13%*
Franked / metered mail 2nd Class	**188**	23	13	149	107	81
	13%	*14%*	*15%*	*13%*	*14%*	*13%*
PPI - PPI 2nd Class	**30**	18	6	7	12	18
	2%	*11%* c	*7%* c	*1%*	*2%*	*3%*
PPI - PPI 1st Class	**27**	11	4	12	12	15
	2%	*7%* c	*5%* c	*1%*	*1%*	*2%*

Columns Tested: a,b,c - a,b

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1515**	148	109	129	172	134	82	117	104	160	139	127	94
Weighted total	**1429**	128	120	121	154	136	81	91	97	165	127	134	78
Standard Stamped Mail 1st Class	**927**	76	75	81	95	85	57	54	66	101	90	99	49
	65%	*59%*	*62%*	*67%*	*62%*	*63%*	*71%*	*60%*	*68%*	*61%*	*71%*	*74%*	*63%*
											ag	**adgi**	
Standard Stamped Mail 2nd Class	**714**	73	76	53	66	60	39	43	50	98	60	61	35
	50%	*57%*	*64%*	*44%*	*43%*	*44%*	*48%*	*47%*	*52%*	*59%*	*47%*	*45%*	*46%*
		cde	**cdefgjkl**							**cdejkl**			
1st Class large letter stamps	**441**	40	35	44	49	39	19	20	39	56	38	35	27
	31%	*31%*	*30%*	*36%*	*32%*	*29%*	*23%*	*23%*	*40%*	*34%*	*30%*	*26%*	*35%*
				fg					**fgk**	g			
2nd Class large letter stamps	**300**	44	29	23	33	30	7	17	18	39	20	23	15
	21%	*35%*	*24%*	*19%*	*22%*	*22%*	*8%*	*19%*	*19%*	*24%*	*16%*	*17%*	*20%*
		cdefghijkl	f	f	f	f		f	f	f			f
Franked / metered mail 1st Class	**210**	29	12	12	37	24	14	17	9	17	18	14	7
	15%	*23%*	*10%*	*10%*	*24%*	*17%*	*17%*	*19%*	*9%*	*10%*	*14%*	*11%*	*9%*
		bchikl			**bchijkl**			**bchil**					
Franked / metered mail 2nd Class	**188**	23	6	15	36	15	11	16	9	13	16	20	9
	13%	*18%*	*5%*	*12%*	*24%*	*11%*	*13%*	*17%*	*9%*	*8%*	*12%*	*15%*	*11%*
		bi			**bcehijl**			**bi**				b	
PPI - PPI 2nd Class	**30**	3	8	4	2	1	3	-	2	-	5	*	3
	2%	*2%*	*6%*	*3%*	*1%*	**%*	*4%*	*-%*	*2%*	*-%*	*4%*	**%*	*3%*
			degik	**gik**			**gik**				**egik**		**gik**
PPI - PPI 1st Class	**27**	1	4	5	4	*	1	-	6	-	3	-	3
	2%	**%*	*3%*	*4%*	*2%*	**%*	*1%*	*-%*	*7%*	*-%*	*3%*	*-%*	*3%*
			egik	**aegik**					**aegik**		i		**egik**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters, large letters or parcels/packets (QV6b1/2/3=4)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1515**	386	388	381	360
Weighted total	**1429**	368	370	353	338
Standard Stamped Mail 1st Class	**927**	231	237	221	238
	65%	*63%*	*64%*	*63%*	*70%*
					ac
Standard Stamped Mail 2nd Class	**714**	202	165	191	156
	50%	*55%*	*44%*	*54%*	*46%*
		bd		**bd**	
1st Class large letter stamps	**441**	119	107	116	100
	31%	*32%*	*29%*	*33%*	*29%*
2nd Class large letter stamps	**300**	96	71	74	59
	21%	*26%*	*19%*	*21%*	*17%*
		bd			
Franked / metered mail 1st Class	**210**	52	75	43	39
	15%	*14%*	*20%*	*12%*	*12%*
			acd		
Franked / metered mail 2nd Class	**188**	44	62	38	44
	13%	*12%*	*17%*	*11%*	*13%*
			c		
PPI - PPI 2nd Class	**30**	14	6	2	8
	2%	*4%*	*2%*	*1%*	*2%*
		bc			
PPI - PPI 1st Class	**27**	10	5	6	6
	2%	*3%*	*1%*	*2%*	*2%*

Columns Tested: a,b,c,d

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1914**	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	**1903**	1825	50	16	12	-	77	607	427	109	41	55
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	72	2	1	1	**	4	22	14	4	*	1
	4%	*4%*	*5%*	*5%*	*6%*	**	*5%*	*4%*	*3%*	*4%*	*%*	*2%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	15	*	*	*	**	*	2	5	-	-	1
	1%	*1%*	*%*	*1%*	*2%*	**	*1%*	*%*	*1%*	-%	-%	*1%*
					b							
Switched from Royal Mail to other postal service providers	**30**	29	1	*	*	**	1	9	3	9	-	*
	2%	*2%*	*2%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*8%*	-%	*1%*
										abde		
Switched from other postal service providers to Royal Mail	**11**	11	*	-	-	**	*	2	5	*	-	-
	1%	*1%*	*1%*	-%	-%	**	*%*	*%*	*1%*	*%*	-%	-%
Or has not changed mail in the last 12 months?	**1755**	1685	45	15	11	**	71	569	398	94	41	53
	92%	*92%*	*91%*	*92%*	*91%*	**	*91%*	*94%*	*93%*	*86%*	*100%*	*96%*
								c	c		c	c
Don't Know (DO NOT READ OUT)	**15**	14	1	*	*	**	1	2	2	2	-	-
	1%	*1%*	*1%*	*%*	*1%*	**	*1%*	*%*	*%*	*2%*	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	6	3	20	-	3	12	7	10	4	64	4	3	4
	4%	*3%*	*2%*	*6%*	*-%*	*2%*	*4%*	*4%*	*7%*	*3%*	*4%*	*4%*	*4%*	*5%*
									de					
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	*	-	4	-	4	2	2	-	-	12	1	*	2
	1%	**%*	*-%*	*1%*	*-%*	*3%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*3%*
						jl								**jl**
Switched from Royal Mail to other postal service providers	**30**	*	2	3	-	-	7	2	2	10	27	1	1	2
	2%	**%*	*1%*	*1%*	*-%*	*-%*	*2%*	*1%*	*2%*	*7%*	*2%*	*1%*	*1%*	*2%*
										acdegjklm				
Switched from other postal service providers to Royal Mail	**11**	*	-	4	-	-	*	3	-	2	9	1	-	1
	1%	**%*	*-%*	*1%*	*-%*	*-%*	**%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*
								fl						
Or has not changed mail in the last 12 months?	**1755**	160	134	295	75	146	269	174	130	124	1508	81	85	81
	92%	*96%*	*94%*	*90%*	*100%*	*94%*	*92%*	*91%*	*91%*	*88%*	*92%*	*92%*	*95%*	*89%*
		cim			**cfghijkm**								**im**	
Don't Know (DO NOT READ OUT)	**15**	*	4	2	-	2	2	2	*	2	13	-	1	1
	1%	**%*	*3%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*	*1%*
			k											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	6	3	17	**	3	18	4	10	4	64	4	3	4
	4%	*3%*	*2%*	*6%*	**	*2%*	*6%*	*2%*	*7%*	*2%*	*4%*	*4%*	*3%*	*5%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	*	-	2	**	4	4	2	-	-	12	1	*	2
	1%	**%*	*-%*	*1%*	**	*3%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	**%*	*3%*
						aijl								**jl**
Switched from Royal Mail to other postal service providers	**30**	*	2	5	**	-	5	2	2	10	27	1	1	2
	2%	**%*	*2%*	*2%*	**	*-%*	*2%*	*1%*	*2%*	*6%*	*2%*	*1%*	*1%*	*2%*
										acefgjkl				
Switched from other postal service providers to Royal Mail	**11**	*	-	4	**	-	*	3	-	2	9	1	-	1
	1%	**%*	*-%*	*1%*	**	*-%*	**%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*	*1%*
								fl						
Or has not changed mail in the last 12 months?	**1755**	189	110	277	**	124	295	151	137	148	1495	88	91	81
	92%	*96%*	*94%*	*91%*	**	*93%*	*90%*	*92%*	*92%*	*90%*	*92%*	*92%*	*95%*	*89%*
		m			**cfim**								m	
Don't Know (DO NOT READ OUT)	**15**	2	2	*	**	2	4	2	*	2	13	-	1	1
	1%	*1%*	*2%*	**%*	**	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	76	**	6	**	5	22	*	7	30	67	9	68	8	76	-
	4%	**	3%	**	3%	4%	*%	9%	4%	4%	2%	4%	4%	4%	-%
		bdefh		f				fh							
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	16	**	1	**	-	3	2	3	6	15	*	9	7	16	-
	1%	**	*%	**	-%	1%	3%	3%	1%	1%	*%	1%	4%	1%	-%
							d	deh		b			a		
Switched from Royal Mail to other postal service providers	30	**	3	**	-	24	-	-	3	23	8	30	-	30	-
	2%	**	2%	**	-%	4%	-%	-%	*%	1%	2%	2%	-%	2%	-%
			h			dfh						b			
Switched from other postal service providers to Royal Mail	11	**	3	**	-	4	*	-	4	10	1	9	2	11	-
	1%	**	1%	**	-%	1%	*%	-%	*%	1%	*%	1%	1%	1%	-%
Or has not changed mail in the last 12 months?	1755	**	171	**	145	488	75	72	725	1399	356	1601	154	1650	105
	92%	**	93%	**	95%	90%	97%	88%	93%	92%	95%	93%	89%	92%	100%
					aeg		aeg		e		a				a
Don't Know (DO NOT READ OUT)	15	**	*	**	2	2	-	-	10	13	1	13	2	15	-
	1%	**	*%	**	1%	*%	-%	-%	1%	1%	*%	1%	1%	1%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	76 4%	29 3%	17 5% a	26 6% a	54 4%	16 5%	6 13% abi	** **	** **	** **	** **	** **	70 4%	6 11% abi	17 2%	37 5% a	22 6% a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	16 1%	8 1%	* *%	7 2% b	13 1%	2 1%	* 1%	** **	** **	** **	** **	** **	15 1%	* 1%	5 1%	8 1%	3 1%
Switched from Royal Mail to other postal service providers	30 2%	6 1%	11 3% a	14 3% a	13 1%	9 3% ai	4 8% abi	** **	** **	** **	** **	** **	22 1%	8 15% abi	- -%	13 2% a	17 5% ab
Switched from other postal service providers to Royal Mail	11 1%	6 1%	* *%	5 1%	5 *%	4 1% a	3 6% abi	** **	** **	** **	** **	** **	8 *%	3 5% abi	2 *%	3 *%	6 2% ab
Or has not changed mail in the last 12 months?	1755 92%	1069 95% bc	286 90%	374 87%	1438 94% bcj	283 89% cj	31 69%	** **	** **	** **	** **	** **	1721 93% bcj	34 65%	705 96% bc	732 92% c	318 86%
Don't Know (DO NOT READ OUT)	15 1%	6 1%	3 1%	6 1%	10 1%	2 1%	2 4% abi	** **	** **	** **	** **	** **	13 1%	2 3% ai	6 1%	5 1%	4 1%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	60	48	65	31	25	51	58	3	**	**	**	**	**	31	**	**	**	**	**	**	**
	4%	*4%*	*6%*	*5%*	*5%*	*5%*	*4%*	*4%*	*5%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	11	9	11	8	3	5	9	-	**	**	**	**	**	6	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
										ab												
Switched from Royal Mail to other postal service providers	**30**	18	18	26	28	10	24	20	4	**	**	**	**	**	22	**	**	**	**	**	**	**
	2%	*1%*	*2%*	*2%*	*4%*	*2%*	*2%*	*1%*	*5%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
					abcef				a		a											
Switched from other postal service providers to Royal Mail	**11**	4	7	7	8	5	6	7	-	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					ac	a																
Or has not changed mail in the last 12 months?	**1755**	1236	751	1334	594	434	1036	1224	61	**	**	**	**	**	579	**	**	**	**	**	**	**
	92%	*92%*	*89%*	*92%*	*88%*	*91%*	*91%*	*92%*	*89%*	**	**	**	**	**	*89%*	**	**	**	**	**	**	**
		bd		d			d															
Don't Know (DO NOT READ OUT)	**15**	8	7	10	7	1	11	10	*	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	76	16	13	22	14	**	7	8	7	8	**	20	**	10	71	5
	4%	3%	3%	5%	7%	**	3%	5%	4%	7%	**	5%	**	5%	4%	4%
					ab											
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	16	*	4	3	2	**	1	4	*	*	**	8	**	*	16	*
	1%	*%	1%	1%	1%	**	1%	3%	*%	*%	**	2%	**	*%	1%	*%
					a			c								
Switched from Royal Mail to other postal service providers	30	3	5	6	10	**	3	6	9	9	**	26	**	2	18	13
	2%	1%	1%	1%	5%	**	1%	4%	6%	8%	**	6%	**	1%	1%	10%
					abc				a	a		c				a
Switched from other postal service providers to Royal Mail	11	2	4	1	1	**	3	2	1	3	**	8	**	-	9	2
	1%	*%	1%	*%	*%	**	1%	1%	*%	2%	**	2%	**	-%	1%	1%
												c				
Or has not changed mail in the last 12 months?	1755	431	355	374	164	**	224	125	143	100	**	375	**	185	1642	113
	92%	94%	94%	91%	85%	**	93%	86%	88%	82%	**	85%	**	93%	93%	85%
		d	d	d			bd						a	a	b	
Don't Know (DO NOT READ OUT)	15	4	-	4	2	**	3	1	2	2	**	6	**	1	15	-
	1%	1%	-%	1%	1%	**	1%	*%	1%	1%	**	1%	**	1%	1%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	65	**	24	7	65	**	24	7	16	52	12	**
	4%	*5%*	**	*5%*	*4%*	*5%*	**	*5%*	*4%*	*5%*	*4%*	*8%* b	**
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	11	**	7	1	11	**	7	1	4	9	1	**
	1%	*1%*	**	*1%*	**%*	*1%*	**	*1%*	**%*	*1%*	*1%*	*1%*	**
Switched from Royal Mail to other postal service providers	**30**	26	**	15	13	23	**	15	13	4	15	3	**
	2%	*2%*	**	*3%*	*7%* a	*2%*	**	*3%*	*7%* a	*1%*	*1%*	*2%*	**
Switched from other postal service providers to Royal Mail	**11**	7	**	6	2	7	**	6	2	2	4	2	**
	1%	**%*	**	*1%*	*1%*	**%*	**	*1%*	*1%*	*1%*	**%*	*1%*	**
Or has not changed mail in the last 12 months?	**1755**	1328	**	432	162	1313	**	426	168	279	1167	120	**
	92%	*92%*	**	*88%*	*87%*	*92%*	**	*88%*	*88%*	*90%*	*93%* c	*87%*	**
Don't Know (DO NOT READ OUT)	**15**	10	**	5	2	10	**	5	2	4	4	*	**
	1%	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%* b	**%*	**%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**1914**	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	**1903**	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	14	40	7	**	25	18	8	**	60	47	31	46	49	**
	4%	*5%*	*6%*	*7%*	**	*5%*	*4%*	*5%*	**	*4%*	*6%*	*5%*	*4%*	*5%*	**
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	2	9	-	**	8	4	1	**	11	8	8	9	3	**
	1%	*1%*	*1%*	*-%*	**	*2%*	*1%*	**%*	**	*1%*	*1%*	*1%*	*1%*	**%*	**
Switched from Royal Mail to other postal service providers	**30**	7	16	3	**	18	19	13	**	18	17	25	20	16	**
	2%	*2%*	*2%*	*3%*	**	*4%*	*4%*	*8%* a	**	*1%*	*2%*	*4%* **ab**	*2%*	*2%*	**
Switched from other postal service providers to Royal Mail	**11**	2	7	2	**	8	5	2	**	4	7	7	6	5	**
	1%	*1%*	*1%*	*2%*	**	*2%*	*1%*	*1%*	**	**%*	*1%*	*1%* a	*1%*	*1%*	** **ab**
Or has not changed mail in the last 12 months?	**1755**	244	641	91	**	419	379	139	**	1236	751	510	1088	837	**
	92%	*89%*	*90%*	*87%*	**	*87%*	*89%*	*85%*	**	*92%* **bc**	*90%*	*87%*	*92%*	*92%*	**
Don't Know (DO NOT READ OUT)	**15**	5	3	2	**	6	3	2	**	8	7	7	10	3	**
	1%	*2%* b	**%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	**%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**1914**	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	**1903**	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	18	14	14	4	3	39	52	76	**	**	**	65	56	67	59	74
	4%	*5%*	*5%*	*4%*	*4%*	*4%*	*3%*	*6%*	*100%*	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
								a	c								
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	6	1	8	*	*	11	2	-	**	**	**	14	12	14	8	14
	1%	*2%*	**%*	*2%*	*1%*	*1%*	*1%*	**%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
				b			b										
Switched from Royal Mail to other postal service providers	**30**	17	16	14	2	2	19	16	-	**	**	**	30	26	30	25	30
	2%	*4%*	*6%*	*4%*	*2%*	*2%*	*2%*	*2%*	*-%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
											a						
Switched from other postal service providers to Royal Mail	**11**	3	4	6	2	1	8	9	-	**	**	**	11	5	11	11	11
	1%	*1%*	*2%*	*2%*	*3%*	*1%*	*1%*	*1%*	*-%*	**	**	**	*1%*	**%*	*1%*	*1%*	*1%*
Or has not changed mail in the last 12 months?	**1755**	332	238	280	80	75	1071	853	-	**	**	**	1623	1310	1630	1323	1703
	92%	*88%*	*86%*	*85%*	*88%*	*91%*	*93%*	*91%*	*-%*	**	**	**	*92%*	*92%*	*92%*	*92%*	*92%*
Don't Know (DO NOT READ OUT)	**15**	3	2	6	2	2	5	5	-	**	**	**	15	7	15	11	15
	1%	*1%*	*1%*	*2%*	*2%*	*2%*	**%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	76	42	68	15	**	53	9	17	59	13	**	4	11	9	34	33
	4%	4%	4%	4%	**	3%	11%	5%	4%	4%	**	5%	4%	4%	2%	11%
							a									ab
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	16	8	14	2	**	11	2	3	13	3	**	-	3	3	7	5
	1%	1%	1%	*%	**	1%	3%	1%	1%	1%	**	-%	1%	1%	1%	2%
																b
Switched from Royal Mail to other postal service providers	30	22	28	17	**	16	5	7	23	18	**	8	14	12	14	5
	2%	2%	2%	4%	**	1%	7%	2%	1%	6%	**	10%	5%	6%	1%	2%
				ab			a							bc		
Switched from other postal service providers to Royal Mail	11	5	11	2	**	11	-	4	7	1	**	2	*	5	4	2
	1%	1%	1%	1%	**	1%	-%	1%	*%	*%	**	3%	*%	2%	*%	1%
												b		b		
Or has not changed mail in the last 12 months?	1755	967	1635	343	**	1476	65	296	1460	246	**	65	220	170	1330	251
	92%	92%	92%	90%	**	94%	80%	90%	93%	87%	**	82%	88%	85%	95%	85%
						b									ac	
Don't Know (DO NOT READ OUT)	15	9	15	2	**	12	-	2	13	4	**	-	4	2	11	*
	1%	1%	1%	1%	**	1%	-%	1%	1%	1%	**	-%	1%	1%	1%	*%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	12	4	60	55	21
	4%	*5%*	*3%*	*4%*	*5%*	*2%*
					b	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	2	*	13	9	7
	1%	*1%*	**%*	*1%*	*1%*	*1%*
Switched from Royal Mail to other postal service providers	**30**	17	5	8	15	15
	2%	*8%*	*4%*	*1%*	*1%*	*2%*
		c	c			
Switched from other postal service providers to Royal Mail	**11**	8	-	2	9	2
	1%	*4%*	*-%*	**%*	*1%*	**%*
		bc				
Or has not changed mail in the last 12 months?	**1755**	179	114	1446	929	827
	92%	*80%*	*91%*	*94%*	*91%*	*94%*
			a	a		a
Don't Know (DO NOT READ OUT)	**15**	6	2	6	8	7
	1%	*3%*	*1%*	**%*	*1%*	*1%*
		c				

Columns Tested: a,b,c - a,b

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	9	7	5	10	5	1	7	10	9	3	8	3
	4%	*5%*	*4%*	*3%*	*5%*	*3%*	*1%*	*6%*	*7%*	*4%*	*2%*	*4%*	*2%*
		f			f			**fj**	**fj**				
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	2	*	1	-	2	-	3	1	*	3	5	-
	1%	*1%*	**%*	**%*	*-%*	*1%*	*-%*	*3%*	**%*	**%*	*2%*	*3%*	*-%*
								di				**di**	
Switched from Royal Mail to other postal service providers	**30**	2	4	1	8	5	5	2	2	1	*	*	-
	2%	*1%*	*2%*	*1%*	*4%*	*3%*	*5%*	*2%*	*2%*	**%*	**%*	**%*	*-%*
					cijkl	**ijk**	**cijkl**						
Switched from other postal service providers to Royal Mail	**11**	2	-	-	-	6	3	*	-	-	*	-	-
	1%	*1%*	*-%*	*-%*	*-%*	*3%*	*3%*	**%*	*-%*	*-%*	**%*	*-%*	*-%*
						bcdghijkl	**bcdijk**						
Or has not changed mail in the last 12 months?	**1755**	154	148	142	182	148	95	95	125	216	158	174	118
	92%	*89%*	*93%*	*96%*	*90%*	*89%*	*91%*	*87%*	*90%*	*95%*	*96%*	*93%*	*98%*
				adegh						**aeg**	**adegh**		**adefghk**
Don't Know (DO NOT READ OUT)	**15**	4	-	-	2	2	*	2	2	2	*	-	*
	1%	*3%*	*-%*	*-%*	*1%*	*1%*	**%*	*2%*	*1%*	*1%*	**%*	*-%*	**%*
		ck											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Changed some of your postal volume from higher cost Royal Mail product to a lower cost Royal Mail product?	**76**	21	16	25	14
	4%	*4%*	*3%*	*5%*	*3%*
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	**16**	3	2	4	8
	1%	*1%*	**%*	*1%*	*2%*
Switched from Royal Mail to other postal service providers	**30**	7	17	5	1
	2%	*1%*	*4%*	*1%*	**%*
		d	**acd**		
Switched from other postal service providers to Royal Mail	**11**	2	9	*	*
	1%	**%*	*2%*	**%*	**%*
			acd		
Or has not changed mail in the last 12 months?	**1755**	444	426	437	449
	92%	*92%*	*90%*	*92%*	*95%*
					bc
Don't Know (DO NOT READ OUT)	**15**	4	4	5	1
	1%	*1%*	*1%*	*1%*	**%*
				d	

Columns Tested: a,b,c,d

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	f	*a	*b	*c	*d	*e
Unweighted total	**138**	91	29	11	7	-	47	24	24	12	1	13
Weighted total	**133**	127	4	1	1	-	6	36	27	13	*	2
Price increases	**59**	56	**	**	**	**	**	**	**	**	**	**
	44%	*44%*	**	**	**	**	**	**	**	**	**	**
Changes in the type of mail sent	**9**	9	**	**	**	**	**	**	**	**	**	**
	7%	*7%*	**	**	**	**	**	**	**	**	**	**
Better quality of service	**11**	10	**	**	**	**	**	**	**	**	**	**
	8%	*8%*	**	**	**	**	**	**	**	**	**	**
Became more aware of alternatives	**6**	6	**	**	**	**	**	**	**	**	**	**
	5%	*5%*	**	**	**	**	**	**	**	**	**	**
Due to internal cost cutting	**17**	16	**	**	**	**	**	**	**	**	**	**
	12%	*13%*	**	**	**	**	**	**	**	**	**	**
Convenience	**8**	8	**	**	**	**	**	**	**	**	**	**
	6%	*6%*	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**46**	44	**	**	**	**	**	**	**	**	**	**
	35%	*34%*	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**1**	1	**	**	**	**	**	**	**	**	**	**
	%	*1%*	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	138	6	2	21	-	7	18	9	12	14	89	14	11	24
Weighted total	133	6	5	31	-	7	21	14	13	15	112	7	4	9
Price increases	59	**	**	**	**	**	**	**	**	**	50	**	**	**
	44%	**	**	**	**	**	**	**	**	**	*44%*	**	**	**
Changes in the type of mail sent	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Better quality of service	11	**	**	**	**	**	**	**	**	**	8	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Became more aware of alternatives	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Due to internal cost cutting	17	**	**	**	**	**	**	**	**	**	17	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
Convenience	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Other (PLEASE SPECIFY)	46	**	**	**	**	**	**	**	**	**	40	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*36%*	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	138	7	2	21	2	6	21	6	10	14	89	14	11	24
Weighted total	133	6	5	28	*	7	28	11	12	15	112	7	4	9
Price increases	59	**	**	**	**	**	**	**	**	**	50	**	**	**
	44%	**	**	**	**	**	**	**	**	**	*44%*	**	**	**
Changes in the type of mail sent	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Better quality of service	11	**	**	**	**	**	**	**	**	**	8	**	**	**
	8%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Became more aware of alternatives	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Due to internal cost cutting	17	**	**	**	**	**	**	**	**	**	17	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
Convenience	8	**	**	**	**	**	**	**	**	**	7	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Other (PLEASE SPECIFY)	46	**	**	**	**	**	**	**	**	**	40	**	**	**
	35%	**	**	**	**	**	**	**	**	**	*36%*	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	**%*	**	**	**	**	**	**	**	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	138	5	17	3	7	48	3	9	46	107	31	122	16	138	-
Weighted total	133	5	13	3	5	54	2	10	42	115	18	116	16	133	-
Price increases	59	**	**	**	**	**	**	**	**	50	**	55	**	59	**
	44%	**	**	**	**	**	**	**	**	*44%*	**	*47%*	**	*44%*	**
						h									
Changes in the type of mail sent	9	**	**	**	**	**	**	**	**	9	**	8	**	9	**
	7%	**	**	**	**	**	**	**	**	*8%*	**	*7%*	**	*7%*	**
									e						
Better quality of service	11	**	**	**	**	**	**	**	**	7	**	8	**	11	**
	8%	**	**	**	**	**	**	**	**	*6%*	**	*7%*	**	*8%*	**
						h					a				
Became more aware of alternatives	6	**	**	**	**	**	**	**	**	4	**	6	**	6	**
	5%	**	**	**	**	**	**	**	**	*3%*	**	*6%*	**	*5%*	**
											a				
Due to internal cost cutting	17	**	**	**	**	**	**	**	**	16	**	12	**	17	**
	12%	**	**	**	**	**	**	**	**	*14%*	**	*11%*	**	*12%*	**
										b					
Convenience	8	**	**	**	**	**	**	**	**	8	**	8	**	8	**
	6%	**	**	**	**	**	**	**	**	*7%*	**	*7%*	**	*6%*	**
Other (PLEASE SPECIFY)	46	**	**	**	**	**	**	**	**	41	**	41	**	46	**
	35%	**	**	**	**	**	**	**	**	*36%*	**	*36%*	**	*35%*	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	-	**	1	**	1	**
	**%*	**	**	**	**	**	**	**	**	*-%*	**	*1%*	**	**%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	138	58	27	50	78	40	14	4	2	-	-	-	118	20	20	58	60
Weighted total	133	49	28	51	85	31	12	2	2	-	-	-	116	17	24	61	48
Price increases	59	24	**	**	40	**	**	**	**	**	**	**	52	**	**	28	19
	44%	*48%*	**	**	*47%*	**	**	**	**	**	**	**	*45%*	**	**	*47%*	*39%*
Changes in the type of mail sent	9	1	**	**	5	**	**	**	**	**	**	**	9	**	**	2	5
	7%	*2%*	**	**	*5%*	**	**	**	**	**	**	**	*8%*	**	**	*4%*	*10%*
Better quality of service	11	3	**	**	8	**	**	**	**	**	**	**	10	**	**	7	3
	8%	*5%*	**	**	*9%*	**	**	**	**	**	**	**	*9%*	**	**	*12%*	*6%*
Became more aware of alternatives	6	1	**	**	3	**	**	**	**	**	**	**	3	**	**	3	4
	5%	*1%*	**	**	*3%*	**	**	**	**	**	**	**	*2%*	**	**	*5%*	*8%*
				a													
Due to internal cost cutting	17	4	**	**	14	**	**	**	**	**	**	**	15	**	**	10	2
	12%	*8%*	**	**	*17%*	**	**	**	**	**	**	**	*13%*	**	**	*16%*	*4%*
					b								b			c	
Convenience	8	*	**	**	4	**	**	**	**	**	**	**	8	**	**	4	4
	6%	*%*	**	**	*5%*	**	**	**	**	**	**	**	*7%*	**	**	*6%*	*8%*
				a													
Other (PLEASE SPECIFY)	46	19	**	**	24	**	**	**	**	**	**	**	38	**	**	18	22
	35%	*40%*	**	**	*28%*	**	**	**	**	**	**	**	*33%*	**	**	*29%*	*47%*
						a											b
Don't Know (DO NOT READ OUT)	1	-	**	**	1	**	**	**	**	**	**	**	1	**	**	1	-
	%	*-%*	**	**	*1%*	**	**	**	**	**	**	**	*1%*	**	**	*1%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**138**	107	91	119	81	53	93	94	12	6	6	1	-	-	74	2	2	2	1	-	-	1
Weighted total	**133**	92	82	109	75	43	86	94	7	4	3	1	-	-	65	4	4	2	*	-	-	*
Price increases	**59**	37	30	46	33	13	39	41	**	**	**	**	**	**	30	**	**	**	**	**	**	**
	44%	*40%*	*37%*	*42%*	*45%*	*31%*	*45%*	*43%*	**	**	**	**	**	**	*45%*	**	**	**	**	**	**	**
Changes in the type of mail sent	**9**	8	9	9	6	3	3	7	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	7%	*8%*	*11%*	*9%*	*9%*	*6%*	*4%*	*7%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
Better quality of service	**11**	8	8	8	8	5	3	8	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	8%	*9%*	*9%*	*7%*	*11%*	*12%*	*4%*	*9%*	**	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
Became more aware of alternatives	**6**	3	6	6	4	*	1	5	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	5%	*3%*	*7%* f	*6%*	*5%*	**%*	*1%*	*5%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Due to internal cost cutting	**17**	13	11	13	4	7	17	12	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	12%	*14%*	*13%*	*12%*	*6%*	*15%*	*19%* d	*13%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
Convenience	**8**	7	4	7	7	3	7	7	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	6%	*8%*	*5%*	*7%*	*10%*	*6%*	*9%*	*8%*	**	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**46**	35	28	38	27	23	34	31	**	**	**	**	**	**	25	**	**	**	**	**	**	**
	35%	*37%*	*34%*	*35%*	*36%*	*55%* **abcd**	*40%*	*33%*	**	**	**	**	**	**	*38%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**1**	1	1	1	1	-	-	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	138	18	27	32	39	3	20	18	21	20	2	55	4	22	116	22
Weighted total	133	21	25	32	27	4	15	19	17	21	2	62	*	12	113	20
Price increases	59	**	**	**	**	**	**	**	**	**	**	32	**	**	48	**
	44%	**	**	**	**	**	**	**	**	**	**	*51%*	**	**	*42%*	**
Changes in the type of mail sent	9	**	**	**	**	**	**	**	**	**	**	5	**	**	8	**
	7%	**	**	**	**	**	**	**	**	**	**	*8%*	**	**	*7%*	**
Better quality of service	11	**	**	**	**	**	**	**	**	**	**	7	**	**	6	**
	8%	**	**	**	**	**	**	**	**	**	**	*12%*	**	**	*5%*	**
Became more aware of alternatives	6	**	**	**	**	**	**	**	**	**	**	4	**	**	6	**
	5%	**	**	**	**	**	**	**	**	**	**	*6%*	**	**	*6%*	**
Due to internal cost cutting	17	**	**	**	**	**	**	**	**	**	**	2	**	**	17	**
	12%	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	*15%*	**
Convenience	8	**	**	**	**	**	**	**	**	**	**	7	**	**	6	**
	6%	**	**	**	**	**	**	**	**	**	**	*12%*	**	**	*5%*	**
Other (PLEASE SPECIFY)	46	**	**	**	**	**	**	**	**	**	**	21	**	**	39	**
	35%	**	**	**	**	**	**	**	**	**	**	*34%*	**	**	*35%*	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	**	-	**	**	1	**
	%	**	**	**	**	**	**	**	**	**	**	*-%*	**	**	*1%*	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	*c	*d
Unweighted total	**138**	119	-	56	25	116	3	55	26	31	97	26	1
Weighted total	**133**	109	-	52	23	106	3	53	22	26	79	17	1
Price increases	**59**	46	**	20	**	44	**	23	**	**	34	**	**
	44%	*42%*	**	*39%*	**	*41%*	**	*43%*	**	**	*42%*	**	**
Changes in the type of mail sent	**9**	9	**	4	**	9	**	4	**	**	6	**	**
	7%	*9%*	**	*8%*	**	*9%*	**	*8%*	**	**	*7%*	**	**
Better quality of service	**11**	8	**	5	**	7	**	4	**	**	8	**	**
	8%	*7%*	**	*10%*	**	*7%*	**	*7%*	**	**	*10%*	**	**
Became more aware of alternatives	**6**	6	**	2	**	6	**	2	**	**	3	**	**
	5%	*6%*	**	*4%*	**	*6%*	**	*4%*	**	**	*3%*	**	**
Due to internal cost cutting	**17**	13	**	4	**	13	**	4	**	**	11	**	**
	12%	*12%*	**	*8%*	**	*12%*	**	*8%*	**	**	*14%*	**	**
Convenience	**8**	7	**	6	**	7	**	5	**	**	7	**	**
	6%	*7%*	**	*11%*	**	*7%*	**	*10%*	**	**	*9%*	**	**
Other (PLEASE SPECIFY)	**46**	38	**	21	**	38	**	20	**	**	29	**	**
	35%	*35%*	**	*41%*	**	*36%*	**	*37%*	**	**	*36%*	**	**
Don't Know (DO NOT READ OUT)	**1**	1	**	1	**	1	**	1	**	**	1	**	**
	****%***	*1%*	**	*1%*	**	*1%*	**	*1%*	**	**	*1%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	138	28	81	22	-	56	55	26	1	107	87	74	93	85	5
Weighted total	133	25	71	12	-	59	45	23	*	92	78	70	81	73	3
Price increases	59	**	23	**	**	25	23	**	**	37	29	33	30	37	**
	44%	**	33%	**	**	42%	50%	**	**	40%	38%	48%	37%	51%	**
Changes in the type of mail sent	9	**	5	**	**	6	5	**	**	8	9	6	8	3	**
	7%	**	7%	**	**	10%	11%	**	**	8%	11%	9%	9%	5%	**
Better quality of service	11	**	8	**	**	8	3	**	**	8	7	6	8	1	**
	8%	**	11%	**	**	13%	7%	**	**	9%	9%	9%	10% b	1%	**
Became more aware of alternatives	6	**	6	**	**	2	4	**	**	3	6	4	3	*	**
	5%	**	8%	**	**	3%	8%	**	**	3%	7%	5%	3%	*%	**
Due to internal cost cutting	17	**	11	**	**	2	4	**	**	13	9	4	7	11	**
	12%	**	15%	**	**	4%	10%	**	**	14%	12%	6%	8%	15%	**
Convenience	8	**	4	**	**	5	6	**	**	7	4	7	7	6	**
	6%	**	5%	**	**	9%	12%	**	**	8%	5%	10%	9%	8%	**
Other (PLEASE SPECIFY)	46	**	25	**	**	21	14	**	**	35	27	22	30	25	**
	35%	**	36%	**	**	35%	30%	**	**	37%	34%	32%	38%	35%	**
Don't Know (DO NOT READ OUT)	1	**	1	**	**	-	1	**	**	1	1	1	1	1	**
	*%	**	1%	**	**	-%	1%	**	**	1%	1%	1%	1%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**138**	47	40	43	10	10	86	89	80	17	30	11	127	110	129	113	135
Weighted total	**133**	43	36	42	9	6	78	79	76	16	30	11	120	99	122	103	129
Price increases	**59**	**	**	**	**	**	30	44	34	**	**	**	59	44	59	43	57
	44%	**	**	**	**	**	*38%*	*56%* a	*44%*	**	**	**	*49%*	*44%*	*48%*	*42%*	*44%*
Changes in the type of mail sent	**9**	**	**	**	**	**	8	5	7	**	**	**	9	9	9	9	9
	7%	**	**	**	**	**	*10%*	*7%*	*9%*	**	**	**	*8%*	*10%*	*8%*	*9%*	*7%*
Better quality of service	**11**	**	**	**	**	**	8	1	1	**	**	**	10	10	10	7	11
	8%	**	**	**	**	**	*10%* b	*2%*	*1%*	**	** a	**	*8%*	*10%*	*8%*	*7%*	*8%*
Became more aware of alternatives	**6**	**	**	**	**	**	6	*	3	**	**	**	5	6	6	4	5
	5%	**	**	**	**	**	*8%* b	**%*	*3%*	**	**	**	*4%*	*7%*	*5%*	*4%*	*4%*
Due to internal cost cutting	**17**	**	**	**	**	**	8	11	13	**	**	**	10	10	10	10	17
	12%	**	**	**	**	**	*11%*	*14%*	*17%*	**	**	**	*9%*	*11%*	*9%*	*10%*	*13%*
Convenience	**8**	**	**	**	**	**	7	7	1	**	**	**	8	7	8	6	8
	6%	**	**	**	**	**	*9%*	*9%*	*1%*	**	** a	**	*7%*	*8%*	*7%*	*6%*	*6%*
Other (PLEASE SPECIFY)	**46**	**	**	**	**	**	24	26	27	**	**	**	39	32	39	40	46
	35%	**	**	**	**	**	*31%*	*33%*	*36%*	**	**	**	*33%*	*32%*	*32%*	*39%*	*36%*
Don't Know (DO NOT READ OUT)	**1**	**	**	**	**	**	1	1	1	**	**	**	1	-	1	-	1
	****%***	**	**	**	**	**	*1%*	*1%*	*1%*	**	**	**	*1%*	*-%*	*1%*	*-%*	**%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	a	b	c
Unweighted total	**138**	84	131	42	-	98	12	38	100	39	2	12	35	31	54	53
Weighted total	**133**	78	121	37	-	90	16	31	101	34	2	14	27	29	59	45
Price increases	**59**	34	55	**	**	40	**	**	43	**	**	**	**	**	29	18
	44%	*44%*	*45%*	**	**	*44%*	**	**	*43%*	**	**	**	**	**	*49%*	*39%*
Changes in the type of mail sent	**9**	5	9	**	**	8	**	**	9	**	**	**	**	**	1	6
	7%	*6%*	*8%*	**	**	*8%*	**	**	*9%*	**	**	**	**	**	*1%*	*14%* b
Better quality of service	**11**	8	11	**	**	6	**	**	8	**	**	**	**	**	5	3
	8%	*10%*	*9%*	**	**	*7%*	**	**	*8%*	**	**	**	**	**	*9%*	*7%*
Became more aware of alternatives	**6**	3	6	**	**	4	**	**	4	**	**	**	**	**	4	3
	5%	*3%*	*5%*	**	**	*4%*	**	**	*4%*	**	**	**	**	**	*6%*	*6%*
Due to internal cost cutting	**17**	8	12	**	**	8	**	**	10	**	**	**	**	**	4	11
	12%	*10%*	*10%*	**	**	*9%*	**	**	*10%*	**	**	**	**	**	*7%*	*23%* **ab**
Convenience	**8**	4	8	**	**	4	**	**	8	**	**	**	**	**	4	1
	6%	*6%*	*7%*	**	**	*5%*	**	**	*8%*	**	**	**	**	** c	*6%*	*1%*
Other (PLEASE SPECIFY)	**46**	28	40	**	**	32	**	**	35	**	**	**	**	**	20	13
	35%	*36%*	*33%*	**	**	*35%*	**	**	*34%*	**	**	**	**	**	*33%*	*29%*
Don't Know (DO NOT READ OUT)	**1**	-	1	**	**	1	**	**	1	**	**	**	**	**	1	-
	%	*-%*	*1%*	**	**	*1%*	**	**	*1%*	**	**	**	**	**	*1%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**138**	37	11	90	101	37
Weighted total	**133**	40	9	84	87	45
Price increases	**59**	**	**	42	40	**
	44%	**	**	*50%*	*45%*	**
Changes in the type of mail sent	**9**	**	**	4	5	**
	7%	**	**	*5%*	*6%*	**
Better quality of service	**11**	**	**	5	6	**
	8%	**	**	*6%*	*6%*	**
Became more aware of alternatives	**6**	**	**	5	5	**
	5%	**	**	*6%*	*5%*	**
Due to internal cost cutting	**17**	**	**	11	12	**
	12%	**	**	*13%*	*14%*	**
Convenience	**8**	**	**	4	4	**
	6%	**	**	*5%*	*5%*	**
Other (PLEASE SPECIFY)	**46**	**	**	22	32	**
	35%	**	**	*26%*	*37%*	**
		c				
Don't Know (DO NOT READ OUT)	**1**	**	**	1	-	**
	%	**	**	*1%*	*-%*	**

Columns Tested: a,b,c - a,b

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**138**	14	8	10	18	16	8	13	11	13	11	10	6
Weighted total	**133**	15	11	6	18	17	9	12	13	10	6	14	3
Price increases	**59**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**
Changes in the type of mail sent	**9**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Better quality of service	**11**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Became more aware of alternatives	**6**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
Due to internal cost cutting	**17**	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
Convenience	**8**	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**46**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	*d
Unweighted total	138	32	42	37	27
Weighted total	133	32	44	34	22
Price increases	59	**	**	**	**
	44%	**	**	**	**
		c			
Changes in the type of mail sent	9	**	**	**	**
	7%	**	**	**	**
Better quality of service	11	**	**	**	**
	8%	**	**	**	**
Became more aware of alternatives	6	**	**	**	**
	5%	**	**	**	**
				b	
Due to internal cost cutting	17	**	**	**	**
	12%	**	**	**	**
Convenience	8	**	**	**	**
	6%	**	**	**	**
			ac		
Other (PLEASE SPECIFY)	46	**	**	**	**
	35%	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**
	%	**	**	**	**

Columns Tested: a,b,c,d

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	f	*a	*b	*c	*d	*e
Unweighted total	**97**	63	19	9	6	-	34	17	17	6	1	9
Weighted total	**92**	87	2	1	1	-	4	25	19	4	*	2
Changed FROM a meter to a different method of payment	*	-	**	**	**	**	**	**	**	**	**	**
	%	-%	**	**	**	**	**	**	**	**	**	**
							a					
Changed TO a meter from a different method of payment	**1**	1	**	**	**	**	**	**	**	**	**	**
	1%	*1%*	**	**	**	**	**	**	**	**	**	**
Neither	**88**	84	**	**	**	**	**	**	**	**	**	**
	96%	*96%*	**	**	**	**	**	**	**	**	**	**
Don't know	**3**	3	**	**	**	**	**	**	**	**	**	**
	3%	*3%*	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	97	4	1	16	-	7	11	5	9	7	60	10	10	17
Weighted total	92	6	3	24	-	7	14	9	10	4	77	5	4	7
Changed FROM a meter to a different method of payment	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Changed TO a meter from a different method of payment	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Neither	88	**	**	**	**	**	**	**	**	**	73	**	**	**
	96%	**	**	**	**	**	**	**	**	**	96%	**	**	**
Don't know	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	4%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	97	5	1	14	2	6	15	3	7	7	60	10	10	17
Weighted total	92	6	3	19	*	7	22	5	10	4	77	5	4	7
Changed FROM a meter to a different method of payment	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Changed TO a meter from a different method of payment	1	**	**	**	**	**	**	**	**	**	*	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%	**	**	**
Neither	88	**	**	**	**	**	**	**	**	**	73	**	**	**
	96%	**	**	**	**	**	**	**	**	**	96%	**	**	**
Don't know	3	**	**	**	**	**	**	**	**	**	3	**	**	**
	3%	**	**	**	**	**	**	**	**	**	4%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b	a	*b
Unweighted total	97	3	9	2	7	26	2	9	39	78	19	82	15	97	-
Weighted total	92	4	7	2	5	25	2	10	36	82	10	77	15	92	-
Changed FROM a meter to a different method of payment	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Changed TO a meter from a different method of payment	1	**	**	**	**	**	**	**	**	1	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	1%	**	1%	**	1%	**
Neither	88	**	**	**	**	**	**	**	**	78	**	73	**	88	**
	96%	**	**	**	**	**	**	**	**	95%	**	95%	**	96%	**
Don't know	3	**	**	**	**	**	**	**	**	3	**	3	**	3	**
	3%	**	**	**	**	**	**	**	**	4%	**	4%	**	3%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	***b**	c	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**	i	***j**	***a**	b	c
Unweighted total	**97**	42	18	34	61	27	7	2	-	-	-	-	88	9	18	43	36
Weighted total	**92**	37	17	33	67	18	6	*	-	-	-	-	85	6	22	45	24
Changed FROM a meter to a different method of payment	*	**	**	**	*	**	**	**	**	**	**	**	*	**	**	**	**
	**%*	**	**	**	**%*	**	**	**	**	**	**	**	**%*	**	**	**	**
Changed TO a meter from a different method of payment	**1**	**	**	**	1	**	**	**	**	**	**	**	1	**	**	**	**
	1%	**	**	**	*1%*	**	**	**	**	**	**	**	*1%*	**	**	**	**
Neither	**88**	**	**	**	64	**	**	**	**	**	**	**	81	**	**	**	**
	96%	**	**	**	*94%*	**	**	**	**	**	**	**	*95%*	**	**	**	**
Don't know	**3**	**	**	**	3	**	**	**	**	**	**	**	3	**	**	**	**
	3%	**	**	**	*4%*	**	**	**	**	**	**	**	*3%*	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**97**	82	65	86	46	38	61	67	8	5	5	1	-	-	45	1	-	-	-	-	-	-
Weighted total	**92**	71	57	77	39	28	56	67	3	4	1	1	-	-	37	2	-	-	-	-	-	-
Changed FROM a meter to a different method of payment	*	*	*	*	**	**	-	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**%*	**%*	**%*	**%*	**	**	-%	**%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	**1**	1	*	1	**	**	*	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	*1%*	**%*	*1%*	**	**	**%*	*1%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither	**88**	67	54	73	**	**	53	63	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	96%	*95%*	*94%*	*95%*	**	**	*94%*	*94%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**3**	3	3	3	**	**	3	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	*4%*	*5%*	*4%*	**	**	*5%*	*4%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c	a	*b
Unweighted total	**97**	13	18	25	28	2	12	13	10	10	1	26	4	16	89	8
Weighted total	**92**	16	16	25	16	2	8	12	8	9	2	28	*	11	86	5
Changed FROM a meter to a different method of payment	*	**	**	**	**	**	**	**	**	**	**	**	**	**	*	**
	%	**	**	**	**	**	**	**	**	**	**	**	**	**	*%*	**
Changed TO a meter from a different method of payment	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	1	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	*1%*	**
Neither	**88**	**	**	**	**	**	**	**	**	**	**	**	**	**	82	**
	96%	**	**	**	**	**	**	**	**	**	**	**	**	**	*95%*	**
Don't know	**3**	**	**	**	**	**	**	**	**	**	**	**	**	**	3	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	*3%*	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	*a	b	*c	*d
Unweighted total	**97**	86	-	36	10	85	1	34	12	23	75	20	1
Weighted total	**92**	77	-	31	7	76	1	31	8	20	61	13	1
Changed FROM a meter to a different method of payment	*	*	**	**	**	*	**	**	**	**	*	**	**
	**%*	**%*	**	**	**	**%*	**	**	**	**	*1%*	**	**
Changed TO a meter from a different method of payment	**1**	1	**	**	**	1	**	**	**	**	1	**	**
	1%	*1%*	**	**	**	*1%*	**	**	**	**	*1%*	**	**
Neither	**88**	73	**	**	**	72	**	**	**	**	57	**	**
	96%	*95%*	**	**	**	*95%*	**	**	**	**	*94%*	**	**
Don't know	**3**	3	**	**	**	3	**	**	**	**	3	**	**
	3%	*4%*	**	**	**	*4%*	**	**	**	**	*5%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**97**	20	59	15	-	32	33	13	-	82	62	45	65	64	3
Weighted total	**92**	16	49	7	-	33	22	8	-	71	54	39	55	52	*
Changed FROM a meter to a different method of payment	*	**	*	**	**	**	**	**	**	*	*	**	*	*	**
	%	**	*%	**	**	**	**	**	**	*%	*%	**	1%	*%	**
Changed TO a meter from a different method of payment	**1**	**	*	**	**	**	**	**	**	1	*	**	*	1	**
	1%	**	*%	**	**	**	**	**	**	1%	*%	**	*%	1%	**
Neither	**88**	**	46	**	**	**	**	**	**	67	51	**	52	48	**
	96%	**	93%	**	**	**	**	**	**	95%	94%	**	94%	93%	**
Don't know	**3**	**	3	**	**	**	**	**	**	3	3	**	3	3	**
	3%	**	6%	**	**	**	**	**	**	4%	5%	**	5%	6%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	*c	*d	*e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**97**	27	24	24	5	7	59	65	80	17	-	-	87	78	89	77	94
Weighted total	**92**	24	15	22	5	3	51	54	76	16	-	-	79	68	81	67	88
Changed FROM a meter to a different method of payment	*	**	**	**	**	**	*	*	*	**	**	**	*	*	*	*	*
	**%*	**	**	**	**	**	*1%*	**%*	**%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Changed TO a meter from a different method of payment	**1**	**	**	**	**	**	*	1	1	**	**	**	1	1	1	*	1
	1%	**	**	**	**	**	**%*	*1%*	*1%*	**	**	**	*1%*	*1%*	*1%*	**%*	*1%*
Neither	**88**	**	**	**	**	**	47	50	72	**	**	**	75	64	77	64	84
	96%	**	**	**	**	**	*93%*	*93%*	*95%*	**	**	**	*95%*	*94%*	*95%*	*95%*	*96%*
Don't know	**3**	**	**	**	**	**	3	3	3	**	**	**	3	3	3	3	3
	3%	**	**	**	**	**	*6%*	*5%*	*4%*	**	**	**	*4%*	*4%*	*4%*	*4%*	*3%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*c	*d	a	*b	*a	b	*a	*b	*a	*b	*a	b	c
Unweighted total	**97**	56	92	24	-	71	8	26	71	20	1	5	20	16	42	39
Weighted total	**92**	50	82	17	-	64	11	20	71	15	*	4	13	12	41	38
Changed FROM a meter to a different method of payment	*	*	*	**	**	*	**	**	*	**	**	**	**	**	**	**
	***%**	*1%*	**%*	**	**	**%*	**	**	**%*	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	**1**	1	1	**	**	1	**	**	1	**	**	**	**	**	**	**
	1%	*1%*	*1%*	**	**	*1%*	**	**	*1%*	**	**	**	**	**	**	**
Neither	**88**	49	78	**	**	60	**	**	67	**	**	**	**	**	**	**
	96%	*98%*	*95%*	**	**	*94%*	**	**	*95%*	**	**	**	**	**	**	**
Don't know	**3**	*	3	**	**	3	**	**	3	**	**	**	**	**	**	**
	3%	**%*	*4%*	**	**	*5%*	**	**	*4%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b
Unweighted total	**97**	13	6	78	72	25
Weighted total	**92**	14	4	73	64	28
Changed FROM a meter to a different method of payment	*	**	**	*	*	**
	*%	**	**	*%	*%	**
Changed TO a meter from a different method of payment	**1**	**	**	1	1	**
	1%	**	**	*1%*	*1%*	**
Neither	**88**	**	**	69	60	**
	96%	**	**	*95%*	*94%*	**
Don't know	**3**	**	**	3	3	**
	3%	**	**	*4%*	*5%*	**

Columns Tested: a,b,c - a,b

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	97	10	6	8	14	7	1	10	8	10	8	9	6
Weighted total	92	11	7	6	10	7	1	10	10	9	6	13	3
Changed FROM a meter to a different method of payment	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Changed TO a meter from a different method of payment	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Neither	88	**	**	**	**	**	**	**	**	**	**	**	**
	96%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	3	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**97**	24	22	28	23
Weighted total	**92**	24	18	29	21
Changed FROM a meter to a different method of payment	*	**	**	**	**
	%	**	**	**	**
Changed TO a meter from a different method of payment	**1**	**	**	**	**
	1%	**	**	**	**
Neither	**88**	**	**	**	**
	96%	**	**	**	**
Don't know	**3**	**	**	**	**
	3%	**	**	**	**

Columns Tested: a,b,c,d

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**632**	332	178	72	50	-	300	86	99	46	22	77
Weighted total	**500**	464	21	9	6	-	36	110	113	42	9	23
Royal Mail unsorted bulk mail	**15**	13	1	1	**	**	2	1	2	**	**	1
	3%	*3%*	*4%*	*8%*	**	**	*5%*	*1%*	*2%*	**	**	*5%*
				a								
Royal Mail sorted bulk mail	**12**	10	1	-	**	**	2	-	2	**	**	1
	2%	*2%*	*5%*	*-%*	**	**	*4%*	*-%*	*2%*	**	**	*2%*
					ac					**ab**		
Royal Mail Wholesale Access	*	-	-	*	**	**	*	-	-	**	**	-
	%	*-%*	*-%*	*1%*	**	**	*%*	*-%*	*-%*	**	**	*-%*
Bulk mail product from a different provider (please specify)	**9**	8	1	*	**	**	1	4	2	**	**	*
	2%	*2%*	*3%*	*5%*	**	**	*3%*	*3%*	*2%*	**	**	*2%*
Do not use a specific product for bulk mail	**464**	433	18	8	**	**	31	105	107	**	**	21
	93%	*93%*	*89%*	*88%*	**	**	*88%*	*96%*	*95%*	**	**	*91%*
		f										

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	632	44	26	75	17	39	71	43	43	34	392	67	76	97
Weighted total	500	51	32	86	22	38	69	51	39	28	416	21	28	35
Royal Mail unsorted bulk mail	15	**	**	4	**	**	2	**	**	**	11	2	1	1
	3%	**	**	*5%*	**	**	*3%*	**	**	**	*3%*	*8%* j	*2%*	*2%*
Royal Mail sorted bulk mail	12	**	**	4	**	**	2	**	**	**	10	1	*	*
	2%	**	**	*4%*	**	**	*3%*	**	**	** m	*3%*	*4%*	*2%*	*%*
Royal Mail Wholesale Access	*	**	**	-	**	**	-	**	**	**	-	-	*	-
	%	**	**	-%	**	**	-%	**	**	**	-%	-%	*%*	-%
Bulk mail product from a different provider (please specify)	9	**	**	4	**	**	3	**	**	**	8	-	*	1
	2%	**	**	*4%*	**	**	*5%*	**	**	**	*2%*	-%	*%*	*4%*
Do not use a specific product for bulk mail	464	**	**	75	**	**	61	**	**	**	386	18	27	33
	93%	** ck	**	*87%*	**	** ck	*89%*	**	**	**	*93%*	*88%*	*96%* c	*94%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	**632**	48	22	65	20	40	79	38	41	37	390	69	76	97
Weighted total	**500**	55	25	71	26	35	92	45	38	28	416	21	27	35
Royal Mail unsorted bulk mail	**15**	**	**	2	**	**	4	**	**	**	11	2	1	1
	3%	**	**	*3%*	**	**	*5%*	**	**	**	*3%*	*8%*	*2%*	*2%*
												j		
Royal Mail sorted bulk mail	**12**	**	**	4	**	**	4	**	**	**	10	1	*	*
	2%	**	**	*5%*	**	**	*4%*	**	**	**	*3%*	*4%*	*2%*	*%*
				m						m				
Royal Mail Wholesale Access	*	**	**	-	**	**	-	**	**	**	-	-	*	-
	%	**	**	-%	**	**	-%	**	**	**	-%	-%	*%	-%
Bulk mail product from a different provider (please specify)	**9**	**	**	4	**	**	3	**	**	**	8	-	*	1
	2%	**	**	*5%*	**	**	*4%*	**	**	**	*2%*	-%	*%	*4%*
Do not use a specific product for bulk mail	**464**	**	**	61	**	**	80	**	**	**	387	19	26	33
	93%	**	**	*87%*	**	**	*87%*	**	**	**	*93%*	*88%*	*96%*	*94%*
		cfk				**cfk**								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b	a	*b
Unweighted total	632	20	75	15	53	151	24	30	258	448	184	558	74	615	17
Weighted total	500	13	53	8	39	147	12	23	196	389	111	456	44	479	20
Royal Mail unsorted bulk mail	15	**	*	**	1	4	**	**	9	13	2	13	1	15	**
	3%	**	1%	**	2%	2%	**	**	5%	3%	2%	3%	2%	3%	**
Royal Mail sorted bulk mail	12	**	*	**	-	5	**	**	5	11	1	12	*	12	**
	2%	**	1%	**	-%	3%	**	** bdh	2%	3%	1%	3%	1%	2%	**
Royal Mail Wholesale Access	*	**	-	**	-	-	**	**	*	-	*	*	-	*	**
	*%	**	-%	**	-%	-%	**	**	*%	-%	*%	*%	-%	*%	**
Bulk mail product from a different provider (please specify)	9	**	4	**	-	*	**	**	3	8	1	9	*	7	**
	2%	**	7% eh	**	-%	*%	**	** deh	1%	2%	1%	2%	*%	2%	**
Do not use a specific product for bulk mail	464	**	48	**	39	139	**	**	180	357	107	422	42	446	**
	93%	**	91%	**	98% g	94% g	**	**	92%	92%	97% a	93%	97%	93%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**632**	256	151	222	367	222	36	5	2	-	-	-	589	43	80	287	265
Weighted total	**500**	208	116	171	342	144	12	1	*	-	-	-	486	13	89	253	157
Royal Mail unsorted bulk mail	**15**	3	4	5	6	8	**	**	**	**	**	**	14	**	3	3	9
	3%	*2%*	*3%*	*3%*	*2%*	*6%*	**	**	**	**	**	**	*3%*	**	*3%*	*1%*	*5%*
						a											b
Royal Mail sorted bulk mail	**12**	4	3	5	5	4	**	**	**	**	**	**	9	**	-	5	7
	2%	*2%*	*2%*	*3%*	*1%*	*3%*	**	**	**	**	**	**	*2%*	**	-%	*2%*	*5%*
							abi							abi			
Royal Mail Wholesale Access	*	-	-	*	*	-	**	**	**	**	**	**	*	**	-	*	-
	%	-%	-%	*%	*%	-%	**	**	**	**	**	**	*%	**	-%	*%	-%
Bulk mail product from a different provider (please specify)	**9**	1	*	8	6	3	**	**	**	**	**	**	9	**	2	4	3
	2%	*%	*%	*5%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	*2%*	*1%*	*2%*
				ab													
Do not use a specific product for bulk mail	**464**	200	110	152	326	129	**	**	**	**	**	**	455	**	85	241	138
	93%	*96%*	*94%*	*89%*	*95%*	*90%*	**	**	**	**	**	**	*94%*	**	*95%*	*95%*	*88%*
		c			bcj	cj							cj			c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**632**	510	402	532	311	617	532	406	56	29	27	8	6	-	287	10	9	3	1	1	-	2
Weighted total	**500**	383	292	407	236	496	406	338	35	18	9	3	4	-	225	6	5	*	*	*	-	1
Royal Mail unsorted bulk mail	**15**	12	10	12	3	14	10	7	4	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*1%*	*3%*	*2%*	*2%*	*12%* a	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Royal Mail sorted bulk mail	**12**	11	8	12	9	12	12	7	1	**	**	**	**	**	8	**	**	**	**	**	**	**
	2%	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*2%*	*3%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Royal Mail Wholesale Access	*	*	*	*	-	*	*	*	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Bulk mail product from a different provider (please specify)	**9**	5	5	6	7	8	6	5	*	**	**	**	**	**	6	**	**	**	**	**	**	**
	2%	*1%*	*2%*	*1%*	*3%*	*2%*	*1%*	*1%*	*1%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Do not use a specific product for bulk mail	**464**	355	270	378	218	462	378	319	29	**	**	**	**	**	209	**	**	**	**	**	**	**
	93%	*93%*	*92%*	*93%*	*92%*	*93%*	*93%*	*94%* b	*85%*	**	**	**	**	**	*93%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**632**	78	101	164	183	6	80	64	83	81	3	178	17	113	556	76
Weighted total	**500**	77	90	150	83	6	74	51	60	50	2	151	13	70	440	60
Royal Mail unsorted bulk mail	**15**	1	2	3	6	**	1	1	*	1	**	2	**	1	14	*
	3%	*1%*	*3%*	*2%*	*7%*	**	*1%*	*2%*	**%*	*2%*	**	*1%*	**	*1%*	*3%*	*1%*
					ac											
Royal Mail sorted bulk mail	**12**	*	6	2	4	**	4	*	*	5	**	7	**	3	10	2
	2%	**%*	*7%*	*1%*	*4%*	**	*6%*	**%*	*1%*	*9%*	**	*4%*	**	*4%*	*2%*	*3%*
			ac							**bc**						
Royal Mail Wholesale Access	*	-	*	-	-	**	-	-	-	-	**	-	**	-	*	-
	%	*-%*	**%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	**%*	*-%*
Bulk mail product from a different provider (please specify)	**9**	*	1	2	2	**	3	-	2	2	**	6	**	1	7	2
	2%	**%*	*1%*	*2%*	*3%*	**	*4%*	*-%*	*3%*	*4%*	**	*4%*	**	*1%*	*2%*	*4%*
Do not use a specific product for bulk mail	**464**	76	81	143	72	**	66	50	58	42	**	137	**	65	409	55
	93%	*99%*	*90%*	*95%*	*86%*	**	*89%*	*98%*	*96%*	*85%*	**	*91%*	**	*93%*	*93%*	*92%*
		bd		d				**ad**	d							

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**632**	510	22	227	84	502	30	217	94	147	489	103	2
Weighted total	**500**	392	15	168	69	386	20	159	77	105	368	58	1
Royal Mail unsorted bulk mail	**15**	12	**	2	*	12	**	2	1	*	12	1	**
	3%	*3%*	**	*1%*	*1%*	*3%*	**	*1%*	*1%*	**%*	*3%* a	*2%*	**
Royal Mail sorted bulk mail	**12**	12	**	7	3	12	**	7	3	3	11	-	**
	2%	*3%*	**	*4%*	*4%*	*3%*	**	*4%*	*3%*	*2%*	*3%*	*-%*	**
Royal Mail Wholesale Access	*	*	**	-	-	*	**	-	-	-	*	-	**
	****%***	**%*	**	*-%*	*-%*	**%*	**	*-%*	*-%*	*-%*	**%*	*-%*	**
Bulk mail product from a different provider (please specify)	**9**	3	**	4	2	3	**	4	2	*	5	3	**
	2%	*1%*	**	*3%*	*3%*	*1%*	** a	*3%*	*3%*	**%*	*1%*	*5%* **ab**	**
Do not use a specific product for bulk mail	**464**	365	**	154	64	360	**	146	72	101	340	53	**
	93%	*93%*	**	*92%*	*93%*	*93%*	**	*92%*	*92%*	*97%*	*92%*	*93%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	632	128	364	64	-	202	233	78	3	490	382	266	430	390	38
Weighted total	500	95	262	39	-	171	171	60	*	370	281	192	334	278	18
Royal Mail unsorted bulk mail	15	*	10	1	**	2	2	1	**	12	9	3	11	11	**
	3%	*%	4%	1%	**	1%	1%	1%	**	3%	3%	1%	3%	4%	**
			a												ab
Royal Mail sorted bulk mail	12	5	6	-	**	9	3	*	**	11	8	7	10	11	**
	2%	5%	2%	-%	**	5%	2%	*%	**	3%	3%	4%	3%	4%	**
															ab
Royal Mail Wholesale Access	*	-	*	-	**	-	-	-	**	*	*	-	*	-	**
	*%	-%	*%	-%	**	-%	-%	-%	**	*%	*%	-%	*%	-%	**
Bulk mail product from a different provider (please specify)	9	*	5	2	**	4	7	4	**	3	3	4	3	2	**
	2%	*%	2%	5%	**	2%	4%	6%	**	1%	1%	2%	1%	1%	**
				a											ab
Do not use a specific product for bulk mail	464	90	242	36	**	157	159	55	**	344	261	178	310	254	**
	93%	95%	92%	94%	**	92%	93%	93%	**	93%	93%	93%	93%	91%	**
													c	c	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**632**	204	156	141	31	46	417	392	34	5	13	3	593	536	597	540	625
Weighted total	**500**	153	106	108	25	35	322	277	25	3	10	5	466	412	467	415	498
Royal Mail unsorted bulk mail	**15**	2	2	2	**	**	11	12	**	**	**	**	12	12	12	12	15
	3%	*1%*	*2%*	*1%*	**	**	*3%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
Royal Mail sorted bulk mail	**12**	5	3	7	**	**	8	11	**	**	**	**	12	6	12	8	12
	2%	*3%*	*3%*	*6%*	**	**	*2%*	*4%*	**	**	**	**	*3%*	*2%*	*3%*	*2%*	*2%*
Royal Mail Wholesale Access	*	-	-	-	**	**	*	-	**	**	**	**	*	*	*	*	*
	***%**	*-%*	*-%*	*-%*	**	**	***%*	*-%*	**	**	**	**	***%*	***%*	***%*	***%*	***%*
Bulk mail product from a different provider (please specify)	**9**	4	6	4	**	**	7	5	**	**	**	**	7	7	7	9	9
	2%	*3%*	*6%*	*3%*	**	**	*2%*	*2%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
						a											
Do not use a specific product for bulk mail	**464**	142	95	97	**	**	296	249	**	**	**	**	435	387	436	387	463
	93%	*93%*	*89%*	*89%*	**	**	*92%*	*90%*	**	**	**	**	*93%*	*94%*	*93%*	*93%*	*93%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**632**	411	601	174	8	503	17	113	494	134	6	33	124	95	409	125
Weighted total	**500**	316	468	119	6	387	20	94	388	113	6	23	102	69	326	103
Royal Mail unsorted bulk mail	**15**	7	12	6	**	14	**	1	14	4	**	**	3	1	12	1
	3%	*2%*	*3%*	*5%*	**	*4%*	**	*1%*	*3%*	*3%*	**	**	*3%*	*2%*	*4%*	*1%*
				a												
Royal Mail sorted bulk mail	**12**	6	9	1	**	8	**	5	7	3	**	**	2	5	5	2
	2%	*2%*	*2%*	*1%*	**	*2%*	**	*5%*	*2%*	*3%*	**	**	*2%*	*7%*	*2%*	*2%*
								b				b		b		
Royal Mail Wholesale Access	*	-	*	-	**	*	**	-	*	-	**	**	-	-	*	-
	%	-%	*%	-%	**	*%	**	-%	*%	-%	**	**	-%	-%	*%	-%
Bulk mail product from a different provider (please specify)	**9**	8	9	1	**	5	**	4	3	2	**	**	1	*	7	2
	2%	*3%*	*2%*	*1%*	**	*1%*	**	*4%*	*1%*	*2%*	**	**	*1%*	*%*	*2%*	*2%*
								b				b				
Do not use a specific product for bulk mail	**464**	296	438	111	**	360	**	84	364	104	**	**	95	63	302	98
	93%	*94%*	*93%*	*93%*	**	*93%*	**	*90%*	*94%*	*92%*	**	**	*94%*	*91%*	*92%*	*95%*
													a			

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**632**	76	40	506	374	258
Weighted total	**500**	63	30	400	286	214
Royal Mail unsorted bulk mail	**15**	*	**	12	6	9
	3%	*1%*	**	*3%*	*2%*	*4%*
Royal Mail sorted bulk mail	**12**	2	**	8	8	3
	2%	*3%*	**	*2%*	*3%*	*2%*
Royal Mail Wholesale Access	*	-	**	*	-	*
	***%**	*-%*	**	***%*	*-%*	***%*
Bulk mail product from a different provider (please specify)	**9**	2	**	7	6	4
	2%	*3%*	**	*2%*	*2%*	*2%*
Do not use a specific product for bulk mail	**464**	59	**	373	266	198
	93%	*93%*	**	*93%*	*93%*	*93%*

Columns Tested: a,b,c - a,b

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**632**	80	41	64	85	62	34	44	40	65	43	34	40
Weighted total	**500**	64	41	49	67	57	29	26	33	58	25	24	26
Royal Mail unsorted bulk mail	**15**	3	**	*	1	2	**	**	**	1	**	**	**
	3%	*5%*	**	**%*	*1%*	*4%*	**	**	**	*1%*	**	**	**
									bcdfijl			**cd**	
Royal Mail sorted bulk mail	**12**	*	**	1	2	3	**	**	**	2	**	**	**
	2%	**%*	**	*1%*	*3%*	*6%*	**	**	**	*3%*	**	**	**
						a						**achl**	
Royal Mail Wholesale Access	*	-	**	-	-	-	**	**	**	-	**	**	**
	****%***	*-%*	**	*-%*	*-%*	*-%*	**	**	**	*-%*	**	**	**
Bulk mail product from a different provider (please specify)	**9**	*	**	1	2	3	**	**	**	-	**	**	**
	2%	*1%*	**	*1%*	*3%*	*6%*	**	**	**	*-%*	**	**	**
						i		**ai**					
Do not use a specific product for bulk mail	**464**	60	**	48	63	48	**	**	**	56	**	**	**
	93%	*94%*	**	*97%*	*94%*	*84%*	**	**	**	*96%*	**	**	**
		k	**eghk**	**eghk**	k		**eghk**			**ehk**	**ek**		**eghk**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**632**	185	181	149	117
Weighted total	**500**	154	153	118	75
Royal Mail unsorted bulk mail	**15**	3	3	6	2
	3%	*2%*	*2%*	*5%*	*3%*
Royal Mail sorted bulk mail	**12**	1	5	3	3
	2%	*1%*	*3%*	*2%*	*4%*
Royal Mail Wholesale Access	*	-	-	-	*
	***%**	-%	-%	-%	*%
Bulk mail product from a different provider (please specify)	**9**	1	5	3	*
	2%	*1%*	*3%*	*2%*	*%*
Do not use a specific product for bulk mail	**464**	148	140	107	69
	93%	*96%*	*91%*	*91%*	*93%*
		bc			

Columns Tested: a,b,c,d

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Table 86

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Letters	**1847**	1771	50	16	11	**	77	571	418	112	41	58
	92%	*92%*	*96%*	*97%*	*95%*	**	*96%*	*90%*	*93%*	*95%*	*96%*	*98%*
			a	a			a					**ab**
Large letters	**1481**	1411	45	14	11	**	70	412	349	92	36	54
	74%	*73%*	*87%*	*87%*	*92%*	**	*88%*	*65%*	*78%*	*78%*	*85%*	*90%*
			a	a	a		a		a	a	a	**abc**
Parcels and packets	**1507**	1437	45	15	10	**	70	423	377	95	27	53
	75%	*75%*	*86%*	*91%*	*90%*	**	*87%*	*67%*	*84%*	*80%*	*64%*	*89%*
			a	a	a		a		**ad**	**ad**		**acd**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1705**	1634	46	15	10	**	72	526	402	97	36	56
	85%	*85%*	*90%*	*92%*	*86%*	**	*90%*	*83%*	*90%*	*82%*	*83%*	*94%*
			a	a			a		**ac**			**acd**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1350**	1290	38	13	9	**	60	396	335	91	26	39
	67%	*67%*	*73%*	*80%*	*73%*	**	*74%*	*63%*	*75%*	*77%*	*61%*	*66%*
			a	a			a		**ade**	**ade**		
Other everyday correspondence, such as invoices, one off bills etc.	**1755**	1681	48	16	10	**	74	522	415	108	39	55
	88%	*88%*	*93%*	*95%*	*89%*	**	*92%*	*83%*	*93%*	*92%*	*91%*	*92%*
			a	a			a		a	a		a
Publications, such as magazines, periodicals, customer newsletters	**1517**	1450	44	14	10	**	67	453	375	91	31	54
	76%	*76%*	*84%*	*84%*	*82%*	**	*84%*	*72%*	*84%*	*77%*	*73%*	*90%*
			a	a			a		a			**acd**
Goods / business supplies / large packets ordered via lorry	**2**	2	-	-	-	**	-	-	2	-	-	-
	****%***	**%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**2**	2	*	-	-	**	*	-	-	*	-	-
	****%***	**%*	**%*	*-%*	*-%*	**	**%*	*-%*	*-%*	**%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1220**	1167	34	11	8	**	53	346	327	75	25	41
	61%	*61%*	*65%*	*70%*	*66%*	**	*66%*	*55%*	*73%*	*64%*	*59%*	*69%*
				a			a		**ad**			a
Refused	**-**	-	-	-	-	**	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**12**	12	-	-	-	**	-	9	1	-	-	-
	1%	*1%*	*-%*	*-%*	*-%*	**	*-%*	*1%*	**%*	*-%*	*-%*	*-%*
		f										

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Other	**2**	2	-	-	-	**	-	-	-	-	-	-
	***%**	*%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	*	**	*	-	-	-	-	-
	***%**	-%	*%	-%	*1%* a	**	*%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	2000	172	151	334	77	172	310	196	157	151	1720	92	94	95
Letters	1847	163	143	318	69	153	290	172	144	140	1591	80	87	89
	92%	95%	94%	95%	89%	89%	93%	88%	92%	93%	93%	88%	93%	93%
		gk		egk			k				gk		k	k
Large letters	1481	136	106	245	57	124	248	130	113	108	1269	69	70	74
	74%	79%	70%	74%	74%	72%	80%	67%	72%	72%	74%	75%	75%	78%
		g					gj							g
Parcels and packets	1507	129	112	254	59	124	250	138	127	111	1304	65	71	67
	75%	75%	74%	76%	77%	72%	81%	70%	81%	73%	76%	71%	76%	70%
							gkm		gkm					
Advertising and promotional material, such as catalogues, brochures and direct mail	1705	141	138	275	64	155	270	159	128	132	1461	77	82	85
	85%	82%	91%	82%	83%	90%	87%	81%	82%	87%	85%	84%	88%	89%
			g			cg								cgh
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	1350	126	98	223	48	119	209	118	107	109	1156	64	63	66
	67%	73%	65%	67%	62%	69%	67%	60%	68%	72%	67%	70%	67%	70%
		g								g				g
Other everyday correspondence, such as invoices, one off bills etc.	1755	156	136	282	71	150	288	162	133	131	1508	80	84	83
	88%	91%	90%	84%	91%	87%	93%	83%	85%	87%	88%	87%	89%	88%
							cghj							
Publications, such as magazines, periodicals, customer newsletters	1517	140	111	249	53	129	248	137	126	119	1311	68	72	66
	76%	82%	73%	74%	68%	75%	80%	70%	80%	79%	76%	74%	77%	70%
		gm					gm		m		m			
Goods / business supplies / large packets ordered via lorry	2	-	-	-	-	-	2	-	-	-	2	-	-	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	-%
Legal / accounts documents / tax forms	2	-	-	2	-	-	*	-	-	-	2	*	-	-
	*%	-%	-%	1%	-%	-%	*%	-%	-%	-%	*%	*%	-%	-%
Order fulfilment (sending ordered goods to customers)	1220	121	95	207	40	94	206	101	102	86	1051	61	56	52
	61%	70%	63%	62%	52%	55%	66%	51%	65%	57%	61%	66%	60%	55%
		degijm		g			degm		g		g	degm		
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	12	2	-	-	-	2	4	-	-	2	10	1	-	-
	1%	1%	-%	-%	-%	1%	1%	-%	-%	2%	1%	1%	-%	-%
										cm				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Other	**2**	-	-	2	-	-	-	-	-	-	2	-	-	-
	***%**	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	*	-	-	*	-	-	*	-	-	-	*	-	-	-
	***%**	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	2000	205	124	313	66	150	342	170	161	175	1707	99	100	94
Letters	1847	191	115	299	**	134	324	150	148	161	1582	85	92	88
	92%	93%	93%	96%	**	89%	95%	88%	92%	92%	93%	86%	92%	93%
				egk			gk				k			k
Large letters	1481	157	85	231	**	106	271	114	121	124	1263	73	72	74
	74%	77%	68%	74%	**	70%	79%	67%	75%	71%	74%	74%	72%	78%
							bg							g
Parcels and packets	1507	161	89	239	**	111	268	121	130	130	1298	70	73	66
	75%	79%	72%	76%	**	74%	78%	71%	81%	74%	76%	71%	73%	70%
							km		km		m			
Advertising and promotional material, such as catalogues, brochures and direct mail	1705	174	111	255	**	142	296	138	132	148	1455	80	86	84
	85%	85%	90%	81%	**	94%	86%	81%	82%	85%	85%	81%	86%	89%
						acfghijkl								cgk
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	1350	155	84	205	**	105	230	99	104	129	1152	67	65	66
	67%	76%	67%	65%	**	70%	67%	59%	64%	74%	67%	68%	65%	70%
		cghjl								g	g			g
Other everyday correspondence, such as invoices, one off bills etc.	1755	182	109	270	**	128	306	143	143	154	1497	87	88	83
	88%	89%	88%	86%	**	85%	90%	84%	89%	88%	88%	88%	88%	88%
Publications, such as magazines, periodicals, customer newsletters	1517	168	91	223	**	116	276	122	126	136	1304	71	77	66
	76%	82%	73%	71%	**	77%	81%	72%	78%	77%	76%	72%	77%	70%
		cgkm					ckm				m			
Goods / business supplies / large packets ordered via lorry	2	-	-	-	**	-	2	-	-	-	2	-	-	-
	*%	-%	-%	-%	**	-%	1%	-%	-%	-%	*%	-%	-%	-%
Legal / accounts documents / tax forms	2	-	-	*	**	-	2	-	-	-	2	*	-	-
	*%	-%	-%	*%	**	-%	1%	-%	-%	-%	*%	*%	-%	-%
Order fulfilment (sending ordered goods to customers)	1220	136	76	191	**	84	232	91	103	98	1049	63	56	52
	61%	66%	61%	61%	**	56%	68%	54%	64%	56%	61%	64%	56%	56%
		glm					egilm							
Refused	-	-	-	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	12	4	-	-	**	2	2	-	-	2	10	1	-	-
	1%	2%	-%	-%	**	2%	1%	-%	-%	1%	1%	1%	-%	-%
		clm				m								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Other	**2**	-	-	2	**	-	-	-	-	-	2	-	-	-
	***%**	-%	-%	1%	**	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	*	-	-	*	**	-	*	-	-	-	*	-	-	-
	***%**	-%	-%	*%	**	-%	*%	-%	-%	-%	*%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 86 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Letters	1847	**	197	**	147	545	69	82	722	1494	353	1681	167	1753	94
	92%	**	*92%*	**	*92%*	*94%*	*89%*	*99%*	*90%*	*92%*	*92%*	*92%*	*92%*	*93%*	*84%*
		cfh				h		**bcdfh**						b	
Large letters	1481	**	169	**	121	433	45	70	573	1182	299	1343	138	1417	64
	74%	**	*79%*	**	*75%*	*75%*	*58%*	*85%*	*72%*	*73%*	*78%*	*74%*	*76%*	*75%*	*57%*
		f	**fh**		f	f		**cfh**	f		a			b	
Parcels and packets	1507	**	179	**	111	473	46	64	569	1200	307	1367	140	1441	65
	75%	**	*84%*	**	*69%*	*82%*	*59%*	*77%*	*71%*	*74%*	*80%*	*75%*	*77%*	*76%*	*58%*
			cdfh			**dfh**		f	f		a			b	
Advertising and promotional material, such as catalogues, brochures and direct mail	1705	**	190	**	138	505	67	68	658	1368	337	1544	161	1619	86
	85%	**	*89%*	**	*86%*	*87%*	*87%*	*83%*	*82%*	*85%*	*88%*	*85%*	*89%*	*86%*	*77%*
			h			h								b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	1350	**	151	**	118	390	50	49	533	1074	275	1236	113	1288	62
	67%	**	*71%*	**	*74%*	*67%*	*65%*	*59%*	*67%*	*66%*	*72%*	*68%*	*62%*	*68%*	*55%*
					g						a			b	
Other everyday correspondence, such as invoices, one off bills etc.	1755	**	181	**	145	528	67	66	687	1408	347	1595	159	1663	91
	88%	**	*85%*	**	*91%*	*91%*	*86%*	*80%*	*86%*	*87%*	*90%*	*88%*	*88%*	*88%*	*81%*
		bcdefgh			g	**bgh**								b	
Publications, such as magazines, periodicals, customer newsletters	1517	**	173	**	137	432	55	69	578	1209	308	1383	135	1448	69
	76%	**	*81%*	**	*85%*	*75%*	*71%*	*83%*	*72%*	*75%*	*80%*	*76%*	*74%*	*77%*	*62%*
			h	**efh**	**efh**			**fh**			a			b	
Goods / business supplies / large packets ordered via lorry	2	**	-	**	-	-	-	-	2	2	-	2	-	2	-
	**%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*
Legal / accounts documents / tax forms	2	**	-	**	-	2	-	*	*	2	-	2	-	2	-
	**%*	**	*-%*	**	*-%*	**%*	*-%*	**%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*
Order fulfilment (sending ordered goods to customers)	1220	**	150	**	89	387	34	51	459	974	245	1118	102	1167	53
	61%	**	*70%*	**	*56%*	*67%*	*43%*	*61%*	*58%*	*60%*	*64%*	*61%*	*56%*	*62%*	*47%*
			adfh	f		**adfh**		f	f					b	
Refused	-	**	-	**	-	-	-	-	-	-	-	-	-	-	-
	-%	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	12	**	-	**	-	2	2	-	7	12	-	11	1	12	-
	1%	**	*-%*	**	*-%*	**%*	*3%*	*-%*	*1%*	*1%*	*-%*	*1%*	**%*	*1%*	*-%*
							bde								

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Other	**2**	**	-	**	-	-	-	-	2	2	-	2	-	2	-
	***%**	**	-%	**	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Don't know	*	**	*	**	-	-	-	-	-	*	-	*	-	*	-
	***%**	**	*%	**	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Letters	1847	1083	307	434	1476	318	46	**	**	**	**	**	1794	53	669	807	372
	92%	92%	94%	94%	92%	92%	96%	**	**	**	**	**	92%	97%	89%	96%	93%
																ac	a
Large letters	1481	829	270	363	1163	271	42	**	**	**	**	**	1434	47	476	687	318
	74%	70%	83%	78%	73%	78%	87%	**	**	**	**	**	74%	86%	63%	81%	79%
			a	a		a	ai							ai		a	a
Parcels and packets	1507	823	275	386	1145	309	48	**	**	**	**	**	1454	53	463	681	362
	75%	70%	84%	83%	72%	89%	100%	**	**	**	**	**	75%	96%	61%	81%	90%
			a	a		ai	abi						a	ai		a	ab
Advertising and promotional material, such as catalogues, brochures and direct mail	1705	980	287	413	1353	304	43	**	**	**	**	**	1657	49	607	746	353
	85%	83%	88%	89%	85%	88%	90%	**	**	**	**	**	85%	88%	80%	88%	88%
			a	a												a	a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	1350	762	239	333	1044	261	40	**	**	**	**	**	1304	46	439	605	306
	67%	65%	73%	72%	65%	75%	84%	**	**	**	**	**	67%	82%	58%	72%	76%
			a	a		ai	ai							ai		a	a
Other everyday correspondence, such as invoices, one off bills etc.	1755	1002	307	426	1390	314	44	**	**	**	**	**	1703	51	606	784	365
	88%	85%	94%	92%	87%	91%	91%	**	**	**	**	**	88%	92%	80%	93%	91%
			a	a		a										a	a
Publications, such as magazines, periodicals, customer newsletters	1517	856	265	376	1184	289	39	**	**	**	**	**	1473	44	508	677	333
	76%	73%	81%	81%	74%	84%	81%	**	**	**	**	**	76%	80%	67%	80%	83%
			a	a		ai										a	a
Goods / business supplies / large packets ordered via lorry	2	2	-	-	2	-	-	**	**	**	**	**	2	-	2	-	-
	*%	*%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	-%	-%
Legal / accounts documents / tax forms	2	*	2	*	2	*	-	**	**	**	**	**	2	-	-	2	*
	*%	*%	1%	*%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
			a														
Order fulfilment (sending ordered goods to customers)	1220	638	212	353	917	259	38	**	**	**	**	**	1176	44	368	549	302
	61%	54%	65%	76%	57%	75%	79%	**	**	**	**	**	60%	79%	49%	65%	75%
			a	ab		ai	ai							ai		a	ab
Refused	-	-	-	-	-	-	-	**	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	-%	-%	-%	-%	-%
None of these	12	9	-	-	12	-	-	**	**	**	**	**	12	-	11	1	-
	1%	1%	-%	-%	1%	-%	-%	**	**	**	**	**	1%	-%	1%	*%	-%
															bc		

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Other	**2**	2	-	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	***%**	*%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
Don't know	*	*	*	-	*	*	-	**	**	**	**	**	*	-	-	*	*
	***%**	*%	*%	-%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Letters	**1847**	1342	838	1450	698	463	1105	1324	69	**	**	**	**	**	673	**	**	**	**	**	**	**
	92%	*97%*	*97%*	*97%*	*95%*	*93%*	*94%*	*97%*	*97%*	**	**	**	**	**	*95%*	**	**	**	**	**	**	**
		def	**def**	**ef**																		
Large letters	**1481**	1124	777	1218	610	409	945	1110	60	**	**	**	**	**	590	**	**	**	**	**	**	**
	74%	*81%*	*90%*	*81%*	*83%*	*82%*	*80%*	*81%*	*85%*	**	**	**	**	**	*84%*	**	**	**	**	**	**	**
			acdef																			
Parcels and packets	**1507**	1081	721	1182	669	412	965	1074	56	**	**	**	**	**	648	**	**	**	**	**	**	**
	75%	*78%*	*84%*	*79%*	*91%*	*83%*	*82%*	*78%*	*79%*	**	**	**	**	**	*92%*	**	**	**	**	**	**	**
			ac		**abcef**	**ac**	**ac**															
Advertising and promotional material, such as catalogues, brochures and direct mail	**1705**	1191	760	1296	659	464	1053	1189	58	**	**	**	**	**	637	**	**	**	**	**	**	**
	85%	*86%*	*88%*	*86%*	*90%*	*94%*	*89%*	*87%*	*82%*	**	**	**	**	**	*90%*	**	**	**	**	**	**	**
					ac	**abcdf**	**ac**															
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1350**	959	648	1056	554	403	848	964	46	**	**	**	**	**	539	**	**	**	**	**	**	**
	67%	*69%*	*75%*	*70%*	*75%*	*81%*	*72%*	*70%*	*64%*	**	**	**	**	**	*76%*	**	**	**	**	**	**	**
			ac		**ac**	**abcdf**					b											
Other everyday correspondence, such as invoices, one off bills etc.	**1755**	1259	798	1365	674	472	1095	1244	67	**	**	**	**	**	648	**	**	**	**	**	**	**
	88%	*91%*	*93%*	*91%*	*92%*	*95%*	*93%*	*91%*	*94%*	**	**	**	**	**	*92%*	**	**	**	**	**	**	**
						abcdf																
Publications, such as magazines, periodicals, customer newsletters	**1517**	1074	715	1174	610	436	973	1064	61	**	**	**	**	**	588	**	**	**	**	**	**	**
	76%	*78%*	*83%*	*78%*	*83%*	*88%*	*82%*	*78%*	*86%*	**	**	**	**	**	*83%*	**	**	**	**	**	**	**
			ac		**ac**	**abcdf**	**ac**		a													
Goods / business supplies / large packets ordered via lorry	**2**	2	2	2	-	2	2	2	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Legal / accounts documents / tax forms	**2**	2	2	2	2	2	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	**1220**	852	582	940	569	338	791	860	36	**	**	**	**	**	550	**	**	**	**	**	**	**
	61%	*62%*	*68%*	*63%*	*78%*	*68%*	*67%*	*63%*	*51%*	**	**	**	**	**	*78%*	**	**	**	**	**	**	**
			ac		**abcef**	**ac**	**ac**	b		**ab**	b											
Refused	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
None of these	**12**	-	-	-	-	1	3	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Other	**2**	-	-	-	-	2	2	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	-%	-%	-%	-%	*%	*%	-%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
						ac																
Don't know	*	*	*	*	*	*	*	*	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Letters	1847	448	382	410	195	**	241	153	165	131	**	466	**	190	1636	210
	92%	94%	98% a	97% a	97%	**	94%	96%	95%	96%	**	95%	**	94%	92%	93%
Large letters	1481	349	317	371	170	**	206	137	148	110	**	400	**	175	1307	175
	74%	73%	82% a	88% ab	84% a	**	81%	86%	85%	80%	**	82%	**	87%	74%	77%
Parcels and packets	1507	361	300	334	176	**	230	141	158	132	**	443	**	183	1317	190
	75%	76%	77%	80%	87% abc	**	90%	88%	91%	96% abc	**	90%	**	91%	74%	84% a
Advertising and promotional material, such as catalogues, brochures and direct mail	1705	402	335	375	175	**	224	141	168	119	**	438	**	180	1498	207
	85%	84%	86%	89% a	87%	**	88%	88%	96% abd	87%	**	90%	**	90%	85%	92% a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	1350	316	278	310	145	**	194	124	126	107	**	364	**	153	1191	159
	67%	66%	72%	74% a	72%	**	76%	78%	72%	78%	**	74%	**	76%	67%	70%
Other everyday correspondence, such as invoices, one off bills etc.	1755	415	348	399	189	**	234	145	161	126	**	447	**	187	1557	196
	88%	87%	90%	95% ab	94% ab	**	92%	91%	92%	92%	**	91%	**	93%	88%	86%
Publications, such as magazines, periodicals, customer newsletters	1517	370	282	349	163	**	210	128	154	111	**	407	**	168	1339	179
	76%	78%	73%	83% b	81% b	**	82%	80%	88% b	81%	**	83%	**	83%	76%	79%
Goods / business supplies / large packets ordered via lorry	2	2	-	-	-	**	-	-	-	-	**	-	**	-	2	-
	*%	*%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*%	-%
Legal / accounts documents / tax forms	2	-	-	2	*	**	-	2	-	*	**	*	**	2	2	-
	*%	-%	-%	1%	*%	**	-%	1%	-%	*%	**	*%	**	1% a	*%	-%
Order fulfilment (sending ordered goods to customers)	1220	286	237	267	140	**	196	121	129	115	**	382	**	154	1054	166
	61%	60%	61%	63%	70% ab	**	77%	76%	74%	84% c	**	78%	**	77%	59%	73% a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Refused	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
None of these	12	-	-	-	-	**	-	-	-	-	**	-	**	-	9	2
	1%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	1%	1%
Other	2	-	-	-	-	**	-	-	-	-	**	-	**	-	-	2
	*%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	1%
																a
Don't know	*	-	-	*	*	**	*	-	*	-	**	*	**	*	*	-
	*%	-%	-%	*%	*%	**	*%	-%	*%	-%	**	*%	**	*%	*%	-%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Letters	**1847**	1401	50	471	227	1385	66	465	233	314	1251	142	**
	92%	*97%*	*99%*	*96%*	*94%*	*97%*	*96%*	*96%*	*94%*	*97%*	*97%*	*98%*	**
Large letters	**1481**	1183	35	402	208	1172	47	395	215	282	1050	131	**
	74%	*82%* b	*70%*	*82%*	*86%*	*82%* b	*68%*	*81%*	*86%*	*87%* b	*81%*	*91%* b	**
Parcels and packets	**1507**	1145	38	442	228	1129	54	436	234	275	1006	124	**
	75%	*79%*	*75%*	*90%*	*94%*	*79%*	*78%*	*90%*	*94%* a	*85%* b	*78%*	*86%* b	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**1705**	1249	47	435	223	1233	63	427	231	290	1107	132	**
	85%	*86%*	*93%*	*88%*	*92%*	*86%*	*91%*	*88%*	*93%* a	*90%* b	*86%*	*91%* b	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1350**	1014	42	360	194	1000	56	355	198	253	889	113	**
	67%	*70%*	*83%* a	*73%*	*80%* a	*70%*	*82%* a	*73%*	*80%* a	*78%* b	*69%*	*78%* b	**
Other everyday correspondence, such as invoices, one off bills etc.	**1755**	1323	42	449	225	1305	60	444	230	306	1178	138	**
	88%	*91%*	*84%*	*91%*	*93%*	*91%*	*87%*	*91%*	*93%*	*95%* b	*91%*	*95%*	**
Publications, such as magazines, periodicals, customer newsletters	**1517**	1136	37	410	199	1118	55	406	204	263	1006	119	**
	76%	*78%*	*74%*	*83%*	*82%*	*78%*	*81%*	*84%*	*82%*	*81%*	*78%*	*82%*	**
Goods / business supplies / large packets ordered via lorry	**2**	2	-	-	-	2	-	-	-	-	2	-	**
	****%***	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**
Legal / accounts documents / tax forms	**2**	2	-	2	-	2	-	2	-	2	2	*	**
	****%***	**%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*1%*	**%*	**%*	**
Order fulfilment (sending ordered goods to customers)	**1220**	909	30	379	191	896	44	375	195	222	799	110	**
	61%	*63%*	*60%*	*77%*	*79%*	*63%*	*64%*	*77%*	*78%*	*69%* b	*62%*	*76%* b	**
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
None of these	**12**	-	-	-	-	-	-	-	-	-	-	-	**
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Other	**2**	-	-	-	-	-	-	-	-	-	-	-	**
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Don't know	*	*	-	*	*	*	-	*	*	*	-	-	**
	***%**	*%	-%	*%	*%	*%	-%	*%	*%	*%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Letters	1847	274	715	107	**	501	435	162	**	1297	813	562	1145	884	**
	92%	97%	97%	97%	**	95%	95%	92%	**	97%	97%	96%	97%	97%	**
Large letters	1481	255	665	91	**	444	376	139	**	1090	756	489	982	756	**
	74%	90%	90%	82%	**	84%	82%	79%	**	82%	90%	83%	83%	83%	**
		c	c								ac		c	c	
Parcels and packets	1507	254	610	93	**	488	417	160	**	1047	696	537	949	735	**
	75%	90%	83%	85%	**	92%	91%	92%	**	78%	83%	91%	80%	81%	**
		b									a	ab			
Advertising and promotional material, such as catalogues, brochures and direct mail	1705	254	641	99	**	480	406	162	**	1150	737	524	1027	798	**
	85%	90%	87%	90%	**	91%	89%	93%	**	86%	88%	89%	87%	87%	**
												a			a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	1350	221	553	84	**	409	354	141	**	919	624	435	847	627	**
	67%	78%	75%	76%	**	77%	77%	80%	**	69%	75%	74%	72%	69%	**
											a	a			ab
Other everyday correspondence, such as invoices, one off bills etc.	1755	267	682	103	**	487	427	161	**	1220	774	541	1090	838	**
	88%	94%	93%	94%	**	92%	93%	92%	**	91%	93%	92%	92%	92%	**
Publications, such as magazines, periodicals, customer newsletters	1517	239	610	95	**	435	392	153	**	1042	695	494	935	726	**
	76%	85%	83%	86%	**	82%	85%	88%	**	78%	83%	84%	79%	79%	**
											a	a			
Goods / business supplies / large packets ordered via lorry	2	-	2	-	**	-	-	-	**	2	2	-	2	-	**
	*%	-%	*%	-%	**	-%	-%	-%	**	*%	*%	-%	*%	-%	**
Legal / accounts documents / tax forms	2	*	2	-	**	2	2	-	**	2	2	2	2	2	**
	*%	*%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Order fulfilment (sending ordered goods to customers)	1220	203	505	84	**	424	367	146	**	825	567	455	750	590	**
	61%	72%	69%	76%	**	80%	80%	84%	**	62%	68%	77%	64%	65%	**
											a	ab			
Refused	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
None of these	12	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	1%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Other	**2**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know	*	*	*	-	**	*	*	-	**	*	*	*	*	-	**
	***%**	*%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 86 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Letters	**1847**	378	280	333	93	79	1109	904	65	**	**	**	1847	1472	1847	1429	1800
	92%	*94%*	*96%*	*95%*	*96%*	*91%*	*96%*	*97%*	*86%*	**	**	**	*100%*	*99%*	*100%*	*95%*	*93%*
											a		**bcde**	**de**	**de**	e	
Large letters	**1481**	341	232	289	79	66	950	763	56	**	**	**	1472	1481	1481	1250	1461
	74%	*85%*	*80%*	*82%*	*81%*	*77%*	*82%*	*81%*	*74%*	**	**	**	*80%*	*100%*	*80%*	*83%*	*75%*
		e											e	**acde**	e	**ace**	
Parcels and packets	**1507**	367	262	324	90	79	937	753	59	**	**	**	1429	1250	1435	1507	1488
	75%	*92%*	*90%*	*92%*	*92%*	*91%*	*81%*	*80%*	*78%*	**	**	**	*77%*	*84%*	*77%*	*100%*	*77%*
														ace		**abce**	
Advertising and promotional material, such as catalogues, brochures and direct mail	**1705**	355	258	319	91	81	1007	815	60	**	**	**	1604	1350	1611	1383	1705
	85%	*89%*	*89%*	*91%*	*94%*	*94%*	*87%*	*87%*	*79%*	**	**	**	*87%*	*91%*	*87%*	*92%*	*88%*
														ace		**ace**	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1350**	317	228	272	83	67	825	650	52	**	**	**	1284	1076	1287	1106	1350
	67%	*79%*	*78%*	*77%*	*86%*	*77%*	*72%*	*69%*	*69%*	**	**	**	*69%*	*73%*	*69%*	*73%*	*70%*
														ac		**ace**	
Other everyday correspondence, such as invoices, one off bills etc.	**1755**	383	269	327	89	82	1066	857	61	**	**	**	1656	1370	1661	1388	1755
	88%	*96%*	*93%*	*93%*	*91%*	*95%*	*92%*	*91%*	*81%*	**	**	**	*90%*	*93%*	*89%*	*92%*	*91%*
											a			**ace**		**ac**	
Publications, such as magazines, periodicals, customer newsletters	**1517**	337	242	299	87	74	919	741	58	**	**	**	1432	1227	1438	1261	1517
	76%	*84%*	*83%*	*85%*	*89%*	*86%*	*80%*	*79%*	*76%*	**	**	**	*78%*	*83%*	*77%*	*84%*	*78%*
														ace		**ace**	
Goods / business supplies / large packets ordered via lorry	**2**	-	-	-	-	-	2	-	-	**	**	**	2	2	2	2	2
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Legal / accounts documents / tax forms	**2**	2	2	2	*	-	2	2	2	**	**	**	2	2	2	2	2
	****%***	*1%*	*1%*	*1%*	**%*	*-%*	**%*	**%*	*3%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Order fulfilment (sending ordered goods to customers)	**1220**	309	228	282	84	74	752	612	45	**	**	**	1163	995	1168	1100	1220
	61%	*77%*	*78%*	*80%*	*86%*	*85%*	*65%*	*65%*	*59%*	**	**	**	*63%*	*67%*	*63%*	*73%*	*63%*
											a			**ace**		**abce**	
Refused	**-**	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
None of these	12	-	-	-	-	-	-	-	-	**	**	**	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Other	2	-	-	-	-	-	-	-	-	**	**	**	-	-	-	2	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	-%	-%	-%	*%	*%
Don't know	*	*	-	*	-	-	*	-	-	**	**	**	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 86 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Letters	1847	1055	1799	387	**	1463	72	301	1457	345	**	91	306	213	1329	300
	92%	95%	97%	95%	**	93%	89%	91%	93%	93%	**	93%	93%	95%	92%	94%
Large letters	1481	940	1447	339	**	1168	56	261	1155	291	**	83	252	179	1046	253
	74%	85%	78%	83%	**	74%	70%	79%	73%	79%	**	85%	76%	80%	72%	80%
		b		b				b						b		b
Parcels and packets	1507	1061	1456	376	**	1190	63	264	1172	323	**	93	280	189	1070	245
	75%	96%	78%	93%	**	75%	77%	80%	74%	88%	**	95%	85%	84%	74%	77%
		bc		b				b				b		bc		
Advertising and promotional material, such as catalogues, brochures and direct mail	1705	1037	1615	380	**	1333	71	292	1329	333	**	93	293	193	1219	291
	85%	94%	87%	94%	**	84%	88%	89%	84%	90%	**	95%	89%	86%	84%	91%
		b		b												ab
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	1350	824	1286	334	**	1079	48	252	1037	283	**	74	245	175	946	227
	67%	74%	69%	82%	**	68%	59%	77%	66%	77%	**	76%	74%	78%	65%	71%
		b		ab				b						b		b
Other everyday correspondence, such as invoices, one off bills etc.	1755	1026	1667	371	**	1399	68	285	1394	328	**	86	294	198	1268	285
	88%	93%	90%	92%	**	89%	84%	87%	89%	89%	**	88%	89%	88%	87%	89%
		b														
Publications, such as magazines, periodicals, customer newsletters	1517	945	1438	340	**	1195	60	266	1190	298	**	81	261	161	1077	276
	76%	85%	77%	84%	**	76%	75%	81%	76%	81%	**	83%	79%	72%	74%	87%
		b		b				b								ab
Goods / business supplies / large packets ordered via lorry	2	2	2	-	**	2	-	-	2	-	**	-	-	-	2	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
Legal / accounts documents / tax forms	2	2	2	2	**	2	-	-	2	-	**	-	-	*	*	2
	*%	*%	*%	1%	**	*%	-%	-%	*%	-%	**	-%	-%	*%	*%	1%
																b
Order fulfilment (sending ordered goods to customers)	1220	828	1184	323	**	952	53	235	925	276	**	78	241	163	851	205
	61%	75%	64%	79%	**	60%	66%	71%	59%	75%	**	80%	73%	73%	59%	64%
		b		ab				b						bc		b
Refused	-	-	-	-	**	-	-	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
None of these	12	-	-	-	**	8	-	2	7	2	**	-	2	-	9	2
	1%	-%	-%	-%	**	*%	-%	1%	*%	1%	**	-%	1%	-%	1%	1%
Other	2	2	2	2	**	2	-	-	2	-	**	2	-	-	2	-
	*%	*%	*%	*%	**	*%	-%	-%	*%	-%	**	2%	-%	-%	*%	-%
												b				
Don't know	*	-	-	-	**	*	-	-	*	*	**	-	*	-	*	*
	*%	-%	-%	-%	**	*%	-%	-%	*%	*%	**	-%	*%	-%	*%	*%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Letters	**1847**	251	125	1457	1014	833
	92%	*93%*	*93%*	*92%*	*94%*	*90%*
					b	
Large letters	**1481**	219	91	1161	834	647
	74%	*81%*	*68%*	*74%*	*78%*	*70%*
		bc			b	
Parcels and packets	**1507**	245	102	1146	820	687
	75%	*91%*	*75%*	*73%*	*76%*	*74%*
		bc				
Advertising and promotional material, such as catalogues, brochures and direct mail	**1705**	239	108	1341	932	773
	85%	*89%*	*80%*	*85%*	*87%*	*84%*
		b			b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1350**	196	92	1051	758	591
	67%	*73%*	*68%*	*67%*	*71%*	*64%*
		c			b	
Other everyday correspondence, such as invoices, one off bills etc.	**1755**	241	115	1383	969	786
	88%	*89%*	*85%*	*88%*	*90%*	*85%*
					b	
Publications, such as magazines, periodicals, customer newsletters	**1517**	214	103	1184	838	680
	76%	*80%*	*76%*	*75%*	*78%*	*74%*
					b	
Goods / business supplies / large packets ordered via lorry	**2**	-	-	2	2	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*
Legal / accounts documents / tax forms	**2**	2	-	*	*	2
	****%***	*1%*	*-%*	**%*	**%*	**%*
		c				
Order fulfilment (sending ordered goods to customers)	**1220**	211	90	904	663	557
	61%	*79%*	*67%*	*57%*	*62%*	*60%*
		bc	c			
Refused	**-**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
None of these	**12**	-	2	9	1	10
	1%	*-%*	*2%*	*1%*	**%*	*1%*
			a			a
Other	**2**	-	-	2	-	2
	****%***	*-%*	*-%*	**%*	*-%*	**%*
Don't know	*	-	-	*	*	-
	****%***	*-%*	*-%*	**%*	**%*	*-%*

Columns Tested: a,b,c - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Letters	**1847**	168	154	145	185	172	102	113	136	220	156	185	111
	92%	*94%*	*91%*	*95%*	*89%*	*97%*	*88%*	*95%*	*94%*	*93%*	*90%*	*93%*	*87%*
		l		**dfl**		**bdfjl**		l	l				
Large letters	**1481**	129	123	115	162	148	96	89	104	169	122	137	88
	74%	*72%*	*73%*	*76%*	*78%*	*84%*	*83%*	*74%*	*72%*	*71%*	*70%*	*69%*	*69%*
					kl	**abghijkl**	**ahijkl**						
Parcels and packets	**1507**	133	132	103	170	154	85	81	118	167	137	130	97
	75%	*74%*	*78%*	*68%*	*82%*	*87%*	*73%*	*68%*	*82%*	*71%*	*79%*	*66%*	*76%*
			ck		**acgik**	**abcfgijkl**			**cgik**		**cgk**		
Advertising and promotional material, such as catalogues, brochures and direct mail	**1705**	156	147	130	188	155	99	95	120	187	150	171	108
	85%	*87%*	*87%*	*85%*	*91%*	*88%*	*85%*	*80%*	*84%*	*79%*	*86%*	*86%*	*84%*
		i	i		**ghi**	i					i		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1350**	137	114	103	156	142	82	81	89	171	90	108	76
	67%	*77%*	*67%*	*68%*	*75%*	*80%*	*70%*	*68%*	*62%*	*72%*	*52%*	*55%*	*60%*
		hjkl	**jk**	**jk**	**hjkl**	**bcghjkl**	**jk**	**jk**		**hjkl**			
Other everyday correspondence, such as invoices, one off bills etc.	**1755**	157	147	140	191	167	98	94	123	204	157	166	110
	88%	*88%*	*88%*	*92%*	*92%*	*94%*	*85%*	*79%*	*86%*	*86%*	*90%*	*84%*	*86%*
		g		**gk**	**fghikl**	**abfghikl**					g		
Publications, such as magazines, periodicals, customer newsletters	**1517**	145	125	119	167	138	95	81	106	174	135	135	96
	76%	*81%*	*74%*	*78%*	*81%*	*78%*	*82%*	*68%*	*74%*	*74%*	*78%*	*68%*	*75%*
		gk		**gk**	**gk**	**gk**	**gk**				k		
Goods / business supplies / large packets ordered via lorry	**2**	-	-	-	-	-	-	-	2	-	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**2**	*	2	-	*	-	-	-	-	-	-	-	-
	****%***	**%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1220**	116	108	79	133	132	79	57	81	140	113	105	77
	61%	*65%*	*64%*	*52%*	*64%*	*74%*	*68%*	*48%*	*56%*	*59%*	*65%*	*53%*	*60%*
		cgk	**cgk**		**cgk**	**abcdghikl**	**cgk**			g	**cgk**		g
Refused	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
None of these	**12**	-	-	-	-	-	4	-	-	1	2	2	2
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*3%*	*-%*	*-%*	**%*	*1%*	*1%*	*2%*
							abcdeghi						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Other	**2**	-	-	-	2	-	-	-	-	-	-	-	-
	***%**	-%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	*	-	-	*	-	-	-	-	-
	***%**	-%	-%	-%	*%*	-%	-%	*%*	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Letters	**1847**	467	459	468	453
	92%	*93%*	*92%*	*94%*	*91%*
Large letters	**1481**	367	406	361	347
	74%	*73%*	*81%*	*72%*	*69%*
			acd		
Parcels and packets	**1507**	367	409	367	363
	75%	*73%*	*82%*	*73%*	*73%*
			acd		
Advertising and promotional material, such as catalogues, brochures and direct mail	**1705**	433	442	402	429
	85%	*87%*	*88%*	*80%*	*86%*
		c	c		c
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**1350**	354	380	341	275
	67%	*71%*	*76%*	*68%*	*55%*
		d	**cd**	d	
Other everyday correspondence, such as invoices, one off bills etc.	**1755**	445	456	422	432
	88%	*89%*	*91%*	*84%*	*86%*
		c	**cd**		
Publications, such as magazines, periodicals, customer newsletters	**1517**	389	401	361	366
	76%	*78%*	*80%*	*72%*	*73%*
		c	**cd**		
Goods / business supplies / large packets ordered via lorry	**2**	-	-	2	-
	****%***	*-%*	*-%*	**%*	*-%*
Legal / accounts documents / tax forms	**2**	2	*	-	-
	****%***	**%*	**%*	*-%*	*-%*
Order fulfilment (sending ordered goods to customers)	**1220**	303	344	278	295
	61%	*61%*	*69%*	*56%*	*59%*
			acd		
Refused	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
None of these	**12**	-	4	1	7
	1%	*-%*	*1%*	**%*	*1%*
					ac
Other	**2**	-	2	-	-
	****%***	*-%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Don't know	*	-	*	*	-
	***%**	-%	*%	*%	-%

Columns Tested: a,b,c,d

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**1865**	1199	435	140	91	-	666	391	325	119	56	147
Weighted total	**1847**	1771	50	16	11	-	77	571	418	112	41	58
Urgent delivery - on the same day or a specific time the next day	**190**	176	7	4	3	**	14	42	61	7	4	8
	10%	*10%*	*15%*	*25%*	*24%*	**	*18%*	*7%*	*15%*	*6%*	*11%*	*14%*
			a	**ab**	**ab**		a		**ac**			**ac**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	348	12	6	3	**	22	87	99	26	7	18
	20%	*20%*	*25%*	*39%*	*30%*	**	*28%*	*15%*	*24%*	*23%*	*16%*	*31%*
			a	**abf**	a		a		a	a		**ad**
Timed delivery (i.e. to arrive by specific time /day)	**176**	164	7	3	3	**	13	38	49	8	4	8
	10%	*9%*	*13%*	*21%*	*24%*	**	*16%*	*7%*	*12%*	*7%*	*10%*	*13%*
			a	**ab**	**ab**		a		a			a
Standard delivery	**1777**	1703	48	15	11	**	74	553	397	107	39	54
	96%	*96%*	*97%*	*96%*	*98%*	**	*97%*	*97%*	*95%*	*96%*	*95%*	*92%*
								e				
International delivery	**239**	225	8	4	2	**	14	55	61	12	7	16
	13%	*13%*	*16%*	*22%*	*20%*	**	*18%*	*10%*	*15%*	*10%*	*17%*	*27%*
				a			a		a			**abc**
Cross-Border Delivery	**20**	18	2	1	*	**	2	4	6	1	*	1
	1%	*1%*	*3%*	*4%*	*2%*	**	*3%*	*1%*	*1%*	*1%*	*%*	*1%*
			a	a			a					
Other (PLEASE SPECIFY)	**3**	2	*	*	-	**	*	*	2	-	-	-
	%	*%*	*%*	*1%*	*-%*	**	*%*	*%*	*%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	4	-	-	-	**	-	-	4	-	-	-
	%	*%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**23**	22	1	*	-	**	1	5	6	2	-	1
	1%	*1%*	*1%*	*1%*	*-%*	**	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1865**	114	88	241	52	117	225	133	110	107	1187	209	226	243
Weighted total	**1847**	163	143	318	69	153	290	172	144	140	1591	80	87	89
Urgent delivery - on the same day or a specific time the next day	**190**	22	6	35	5	15	30	19	18	17	167	8	7	8
	10%	*14%*	*4%*	*11%*	*7%*	*10%*	*10%*	*11%*	*13%*	*12%*	*10%*	*10%*	*8%*	*9%*
		b							b					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	41	21	82	17	25	61	33	20	22	323	17	16	15
	20%	*25%*	*15%*	*26%*	*24%*	*16%*	*21%*	*19%*	*14%*	*16%*	*20%*	*21%*	*18%*	*17%*
		h		**behilm**										
Timed delivery (i.e. to arrive by specific time /day)	**176**	28	7	40	6	8	22	15	11	14	151	10	7	9
	10%	*17%*	*5%*	*13%*	*9%*	*5%*	*8%*	*8%*	*8%*	*10%*	*9%*	*12%*	*8%*	*10%*
		cefghjl		**be**								**be**		
Standard delivery	**1777**	163	139	290	69	144	278	168	142	138	1530	75	85	87
	96%	*100%*	*97%*	*91%*	*100%*	*94%*	*96%*	*98%*	*99%*	*99%*	*96%*	*93%*	*97%*	*98%*
		cefjk			c		c	c	**ck**	**ck**	c		**ck**	**ck**
International delivery	**239**	22	18	59	12	12	30	22	7	25	208	8	7	16
	13%	*13%*	*13%*	*18%*	*18%*	*8%*	*10%*	*13%*	*5%*	*18%*	*13%*	*10%*	*8%*	*18%*
		h	h	**efhjkl**	**hl**			h		**ehl**	**hl**			**efhjkl**
Cross-Border Delivery	**20**	-	-	-	-	-	-	-	-	-	-	-	-	20
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*23%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	**3**	-	-	-	2	-	-	-	*	-	2	*	-	*
	****%***	-%	-%	-%	*3%*	-%	-%	-%	**%*	-%	**%*	**%*	-%	*1%*
					cfjkl									
None of these (DO NOT READ OUT)	**4**	-	-	2	-	-	2	-	-	-	4	-	-	-
	****%***	-%	-%	*1%*	-%	-%	*1%*	-%	-%	-%	**%*	-%	-%	-%
Don't Know (DO NOT READ OUT)	**23**	-	4	8	-	2	*	2	2	-	19	2	2	1
	1%	-%	*3%*	*3%*	-%	*2%*	**%*	*1%*	*1%*	-%	*1%*	*2%*	*2%*	*1%*
			f	f								f		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1865**	132	72	228	47	109	238	115	112	123	1176	215	231	243
Weighted total	**1847**	191	115	299	61	134	324	150	148	161	1582	85	92	88
Urgent delivery - on the same day or a specific time the next day	**190**	26	6	40	**	11	22	19	20	19	167	8	7	8
	10%	*14%*	*5%*	*13%*	**	*8%*	*7%*	*13%*	*14%*	*12%*	*11%*	*9%*	*8%*	*9%*
		f		**fl**					f					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	58	12	77	**	21	62	29	23	28	323	17	15	15
	20%	*30%*	*10%*	*26%*	**	*16%*	*19%*	*20%*	*15%*	*18%*	*20%*	*20%*	*16%*	*17%*
		befhijk lm		**behlm**							b			
Timed delivery (i.e. to arrive by specific time /day)	**176**	32	6	37	**	3	24	13	13	16	148	10	10	9
	10%	*17%*	*6%*	*12%*	**	*2%*	*7%*	*8%*	*9%*	*10%*	*9%*	*12%*	*11%*	*10%*
		befj		e				e	e	e	e	e	e	e
Standard delivery	**1777**	190	113	279	**	125	303	147	144	159	1522	80	89	86
	96%	*100%*	*98%*	*93%*	**	*94%*	*93%*	*98%*	*97%*	*99%*	*96%*	*94%*	*97%*	*98%*
		cefjk						**cfk**		**cefk**	c		**cf**	**cefk**
International delivery	**239**	27	11	57	**	12	34	21	9	28	207	8	7	16
	13%	*14%*	*10%*	*19%*	**	*9%*	*10%*	*14%*	*6%*	*18%*	*13%*	*10%*	*8%*	*18%*
		h		**efhjkl**						**hkl**	**hl**			**efhjkl**
Cross-Border Delivery	**20**	-	-	-	**	-	-	-	-	-	-	-	-	20
	1%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*23%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	**3**	-	-	-	**	-	-	-	*	-	2	*	-	*
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**%*	*-%*	**%*	**%*	*-%*	*1%*
					acfijkl									
None of these (DO NOT READ OUT)	**4**	-	-	-	**	-	4	-	-	-	4	-	-	-
	****%***	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
							j							
Don't Know (DO NOT READ OUT)	**23**	-	2	6	**	2	2	2	4	-	19	2	2	1
	1%	*-%*	*2%*	*2%*	**	*2%*	*1%*	*2%*	*3%*	*-%*	*1%*	*2%*	*2%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1865	43	189	33	157	450	84	84	809	1402	463	1651	214	1790	75
Weighted total	1847	37	197	29	147	545	69	82	722	1494	353	1681	167	1753	94
Urgent delivery - on the same day or a specific time the next day	190	**	21	**	10	52	8	10	80	154	36	167	23	185	5
	10%	**	10%	**	7%	9%	11%	12%	11%	10%	10%	10%	14%	11%	5%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	370	**	38	**	27	98	11	16	154	289	81	327	42	358	12
	20%	**	19%	**	18%	18%	16%	20%	21%	19%	23%	19%	25% a	20%	13%
Timed delivery (i.e. to arrive by specific time /day)	176	**	21	**	12	50	6	12	65	136	40	159	17	172	5
	10%	**	11%	**	8%	9%	9%	15%	9%	9%	11%	9%	10%	10%	5%
Standard delivery	1777	**	189	**	139	522	66	81	696	1434	343	1622	155	1684	93
	96%	**	96%	**	94%	96%	95%	99%	96%	96%	97%	96% b	93%	96%	99%
International delivery	239	**	32	**	8	79	12	7	92	189	50	210	29	234	5
	13%	**	16% d	**	5%	14% d	17% d	8%	13% d	13%	14%	12%	18% a	13%	6%
Cross-Border Delivery	20	**	3	**	1	4	1	1	8	13	7	17	3	18	2
	1%	**	1%	**	1%	1%	1%	2%	1%	1%	2%	1%	2%	1%	2%
Other (PLEASE SPECIFY)	3	**	-	**	-	-	-	-	3	2	1	3	-	3	-
	*%	**	-%	**	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	4	**	2	**	2	-	-	-	-	2	2	4	-	4	-
	*%	**	1% eh	**	1% eh	-%	-%	-%	-%	*%	1%	*%	-%	*%	-%
Don't Know (DO NOT READ OUT)	23	**	*	**	3	10	2	-	7	20	3	19	4	23	*
	1%	**	*%	**	2%	2%	3% bh	-%	1%	1%	1%	1%	3%	1%	1%

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1865	1095	304	449	1378	406	69	8	4	-	-	-	1784	81	554	824	487
Weighted total	1847	1083	307	434	1476	318	46	5	2	-	-	-	1794	53	669	807	372
Urgent delivery - on the same day or a specific time the next day	190	97	40	50	143	41	3	**	**	**	**	**	184	6	43	99	47
	10%	9%	13%	12%	10%	13%	7%	**	**	**	**	**	10%	11%	6%	12%	13%
			a													a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	370	198	72	99	291	67	6	**	**	**	**	**	359	11	105	187	78
	20%	18%	24%	23%	20%	21%	14%	**	**	**	**	**	20%	21%	16%	23%	21%
			a	a												a	a
Timed delivery (i.e. to arrive by specific time /day)	176	95	30	51	126	45	4	**	**	**	**	**	170	6	42	84	51
	10%	9%	10%	12%	9%	14%	8%	**	**	**	**	**	10%	11%	6%	10%	14%
						ai										a	a
Standard delivery	1777	1036	294	424	1417	310	45	**	**	**	**	**	1727	50	639	778	360
	96%	96%	96%	98%	96%	97%	99%	**	**	**	**	**	96%	94%	96%	96%	97%
International delivery	239	109	58	72	183	45	9	**	**	**	**	**	228	11	57	125	57
	13%	10%	19%	17%	12%	14%	20%	**	**	**	**	**	13%	21%	9%	16%	15%
			a	a										ai		a	a
Cross-Border Delivery	20	15	2	3	14	6	*	**	**	**	**	**	20	*	6	8	6
	1%	1%	1%	1%	1%	2%	*%	**	**	**	**	**	1%	*%	1%	1%	2%
Other (PLEASE SPECIFY)	3	3	*	-	2	*	-	**	**	**	**	**	3	-	*	2	*
	*%	*%	*%	-%	*%	*%	-%	**	**	**	**	**	*%	-%	*%	*%	*%
None of these (DO NOT READ OUT)	4	4	-	-	4	-	-	**	**	**	**	**	4	-	2	2	-
	*%	*%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	*%	-%
Don't Know (DO NOT READ OUT)	23	13	6	4	19	4	*	**	**	**	**	**	23	*	12	7	4
	1%	1%	2%	1%	1%	1%	1%	**	**	**	**	**	1%	1%	2%	1%	1%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**1865**	1450	970	1535	710	579	1192	1334	97	45	43	10	6	-	674	15	13	6	1	1	-	2
Weighted total	**1847**	1342	838	1450	698	463	1105	1324	69	27	22	4	4	-	673	11	12	3	*	*	-	1
Urgent delivery - on the same day or a specific time the next day	**190**	151	99	157	78	58	143	138	15	**	**	**	**	**	76	**	**	**	**	**	**	**
	10%	*11%*	*12%*	*11%*	*11%*	*13%*	*13%*	*10%*	*21%* **ad**	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	289	186	304	155	113	243	271	24	**	**	**	**	**	146	**	**	**	**	**	**	**
	20%	*22%*	*22%*	*21%*	*22%*	*24%*	*22%*	*20%* d	*34%* **ad**	** d	**	**	**	**	*22%*	**	**	**	**	**	**	**
Timed delivery (i.e. to arrive by specific time /day)	**176**	136	93	146	68	61	120	125	17	**	**	**	**	**	63	**	**	**	**	**	**	**
	10%	*10%*	*11%*	*10%*	*10%*	*13%* c	*11%*	*9%*	*24%* **ad**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
Standard delivery	**1777**	1300	807	1402	675	443	1067	1280	69	**	**	**	**	**	651	**	**	**	**	**	**	**
	96%	*97%*	*96%*	*97%*	*97%*	*96%*	*97%*	*97%*	*100%*	**	**	**	**	**	*97%*	**	**	**	**	**	**	**
International delivery	**239**	182	134	201	106	68	148	183	13	**	**	**	**	**	101	**	**	**	**	**	**	**
	13%	*14%*	*16%*	*14%*	*15%*	*15%*	*13%*	*14%*	*19%* d	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
Cross-Border Delivery	**20**	15	12	16	8	7	12	15	*	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**3**	2	2	2	*	3	2	2	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**4**	-	2	2	-	-	-	2	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	****%***	*-%*	**%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**23**	18	11	18	8	7	14	18	-	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1865	381	368	431	343	12	222	161	178	141	8	414	41	248	1665	199
Weighted total	1847	448	382	410	195	14	241	153	165	131	8	466	34	190	1636	210
Urgent delivery - on the same day or a specific time the next day	190	38	42	50	26	**	17	26	19	14	**	48	**	26	162	27
	10%	9%	11%	12%	13%	**	7%	17%	12%	11%	**	10%	**	14%	10%	13%
					a			a								
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	370	93	88	79	40	**	48	46	32	24	**	87	**	58	329	40
	20%	21%	23%	19%	21%	**	20%	30%	19%	18%	**	19%	**	30%	20%	19%
								acd						ab		
Timed delivery (i.e. to arrive by specific time /day)	176	30	46	42	27	**	20	16	16	13	**	33	**	29	156	20
	10%	7%	12%	10%	14%	**	8%	11%	10%	10%	**	7%	**	15%	10%	10%
			a		a									a		
Standard delivery	1777	432	365	398	192	**	235	147	159	126	**	452	**	183	1571	205
	96%	96%	96%	97%	98%	**	98%	96%	96%	96%	**	97%	**	96%	96%	98%
					b											
International delivery	239	55	65	61	19	**	27	37	25	15	**	70	**	27	205	35
	13%	12%	17%	15%	10%	**	11%	24%	15%	11%	**	15%	**	14%	13%	16%
			d	d				acd					ac			
Cross-Border Delivery	20	2	6	5	3	**	3	3	2	1	**	5	**	3	17	3
	1%	*%	1%	1%	2%	**	1%	2%	1%	*%	**	1%	**	2%	1%	1%
Other (PLEASE SPECIFY)	3	-	*	2	-	**	-	-	*	-	**	*	**	-	3	*
	*%	-%	*%	*%	-%	**	-%	-%	*%	-%	**	*%	**	-%	*%	*%
None of these (DO NOT READ OUT)	4	-	2	-	-	**	-	-	-	-	**	-	**	-	4	-
	*%	-%	*%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*%	-%
Don't Know (DO NOT READ OUT)	23	6	5	6	2	**	3	-	2	3	**	1	**	4	23	*
	1%	1%	1%	1%	1%	**	1%	-%	1%	2%	**	*%	**	2%	1%	*%
													a	a		

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1865**	1481	54	497	213	1464	71	488	222	372	1362	207	1
Weighted total	**1847**	1401	50	471	227	1385	66	465	233	314	1251	142	1
Urgent delivery - on the same day or a specific time the next day	**190**	148	8	44	34	144	13	50	28	60	139	32	**
	10%	*11%*	*17%*	*9%*	*15%* a	*10%*	*19%* a	*11%*	*12%*	*19%* b	*11%*	*23%* b	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	289	16	105	50	284	21	111	45	115	264	54	**
	20%	*21%*	*32%* a	*22%*	*22%*	*20%*	*32%* a	*24%*	*19%*	*37%* b	*21%*	*38%* b	**
Timed delivery (i.e. to arrive by specific time /day)	**176**	141	5	44	24	141	5	46	23	51	123	24	**
	10%	*10%*	*10%*	*9%*	*11%*	*10%*	*8%*	*10%*	*10%*	*16%* b	*10%*	*17%* b	**
Standard delivery	**1777**	1352	50	453	222	1336	65	448	227	308	1216	129	**
	96%	*97%*	*100%*	*96%*	*98%*	*96%*	*100%*	*96%*	*98%*	*98%* c	*97%* c	*91%*	**
International delivery	**239**	190	11	63	43	185	16	66	40	73	157	71	**
	13%	*14%*	*22%*	*13%*	*19%*	*13%*	*24%* a	*14%*	*17%*	*23%* b	*13%*	*50%* ab	**
Cross-Border Delivery	**20**	16	*	6	3	16	1	6	3	6	15	8	**
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*6%* ab	**
Other (PLEASE SPECIFY)	**3**	2	-	-	*	2	-	-	*	*	2	*	**
	%	*%*	-%	-%	*%*	*%*	-%	-%	*%*	*%*	*%*	*%*	**
None of these (DO NOT READ OUT)	**4**	2	-	-	-	2	-	-	-	-	-	-	**
	%	*%*	-%	-%	-%	*%*	-%	-%	-%	-%	-%	-%	**
Don't Know (DO NOT READ OUT)	**23**	18	*	7	1	18	*	7	1	*	18	3	**
	1%	*1%*	*%*	*2%*	*%*	*1%*	*%*	*2%*	*%*	*%*	*1%* a	*2%* a	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1865	313	849	139	-	476	473	167	4	1404	934	583	1214	1013	38
Weighted total	1847	274	715	107	-	501	435	162	*	1297	813	562	1145	884	18
Urgent delivery - on the same day or a specific time the next day	190	55	85	19	**	65	56	26	**	143	92	65	127	96	**
	10%	20%	12%	17%	**	13%	13%	16%	**	11%	11%	12%	11%	11%	**
		b													
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	370	90	163	34	**	132	110	42	**	273	177	132	247	181	**
	20%	33%	23%	32%	**	26%	25%	26%	**	21%	22%	23%	22%	20%	**
		b		b											ab
Timed delivery (i.e. to arrive by specific time /day)	176	42	85	14	**	55	43	16	**	132	88	57	122	92	**
	10%	15%	12%	13%	**	11%	10%	10%	**	10%	11%	10%	11%	10%	**
Standard delivery	1777	263	696	98	**	487	424	156	**	1255	783	541	1106	867	**
	96%	96%	97%	92%	**	97%	97%	96%	**	97%	96%	96%	97%	98%	**
			c										c	ac	
International delivery	239	64	111	46	**	83	70	51	**	171	128	85	163	114	**
	13%	23%	16%	43%	**	17%	16%	32%	**	13%	16%	15%	14%	13%	**
		b		ab				ab							ab
Cross-Border Delivery	20	5	11	4	**	6	5	4	**	15	12	7	14	13	**
	1%	2%	1%	4%	**	1%	1%	3%	**	1%	1%	1%	1%	1%	**
				b											ab
Other (PLEASE SPECIFY)	3	*	2	-	**	*	*	*	**	2	2	-	*	2	**
	*%	*%	*%	-%	**	*%	*%	*%	**	*%	*%	-%	*%	*%	**
None of these (DO NOT READ OUT)	4	2	-	-	**	-	-	-	**	-	2	-	2	-	**
	*%	1%	-%	-%	**	-%	-%	-%	**	-%	*%	-%	*%	-%	**
		b													
Don't Know (DO NOT READ OUT)	23	1	10	3	**	3	5	-	**	18	11	7	14	10	**
	1%	*%	1%	3%	**	1%	1%	-%	**	1%	1%	1%	1%	1%	**
				a											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**1865**	407	306	328	83	83	1174	1015	71	16	30	10	1865	1557	1865	1504	1823
Weighted total	**1847**	378	280	333	93	79	1109	904	65	14	30	11	1847	1472	1847	1429	1800
Urgent delivery - on the same day or a specific time the next day	**190**	61	41	58	20	20	123	102	5	**	**	**	190	182	190	183	189
	10%	*16%*	*15%*	*17%*	*21%*	*25%*	*11%*	*11%*	*8%*	**	**	**	*10%*	*12%*	*10%*	*13%*	*11%*
						b										**ace**	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	111	75	103	26	27	245	183	13	**	**	**	370	331	370	337	363
	20%	*29%*	*27%*	*31%*	*28%*	*35%*	*22%*	*20%*	*19%*	**	**	**	*20%*	*22%*	*20%*	*24%*	*20%*
																ace	
Timed delivery (i.e. to arrive by specific time /day)	**176**	47	30	42	12	14	118	100	7	**	**	**	176	165	176	163	172
	10%	*12%*	*11%*	*13%*	*13%*	*17%*	*11%*	*11%*	*11%*	**	**	**	*10%*	*11%*	*10%*	*11%*	*10%*
Standard delivery	**1777**	373	275	321	90	77	1075	889	63	**	**	**	1777	1416	1777	1376	1732
	96%	*99%*	*98%*	*96%*	*98%*	*97%*	*97%*	*98%*	*96%*	**	**	**	*96%*	*96%*	*96%*	*96%*	*96%*
		c						a									
International delivery	**239**	69	51	73	35	26	152	121	8	**	**	**	239	212	239	213	235
	13%	*18%*	*18%*	*22%*	*38%*	*33%*	*14%*	*13%*	*12%*	**	**	**	*13%*	*14%*	*13%*	*15%*	*13%*
					abc	**abc**					a						
Cross-Border Delivery	**20**	5	2	5	1	1	14	13	*	**	**	**	20	18	20	17	20
	1%	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**3**	-	-	-	-	-	*	2	-	**	**	**	3	3	3	1	3
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	**	**	**	*%*	*%*	*%*	*%*	*%*
None of these (DO NOT READ OUT)	**4**	-	-	-	-	-	-	-	-	**	**	**	4	2	4	4	4
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	*%*	*%*	*%*	*%*	*%*
Don't Know (DO NOT READ OUT)	**23**	5	3	2	-	2	16	10	-	**	**	**	23	21	23	16	23
	1%	*1%*	*1%*	*1%*	*-%*	*3%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**1865**	1102	1820	441	15	1499	62	285	1500	333	14	86	306	220	1320	316
Weighted total	**1847**	1055	1799	387	10	1463	72	301	1457	345	18	91	306	213	1329	300
Urgent delivery - on the same day or a specific time the next day	**190**	190	188	115	**	134	11	48	128	47	**	13	41	23	135	31
	10%	*18%*	*10%*	*30%*	**	*9%*	*15%*	*16%*	*9%*	*14%*	**	*14%*	*13%*	*11%*	*10%*	*10%*
		b		**ab**				b								
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	370	349	188	**	281	13	65	283	77	**	23	70	48	247	75
	20%	*35%*	*19%*	*49%*	**	*19%*	*18%*	*21%*	*19%*	*22%*	**	*25%*	*23%*	*22%*	*19%*	*25%*
		b		**ab**												b
Timed delivery (i.e. to arrive by specific time /day)	**176**	176	174	94	**	144	5	39	129	30	**	9	29	18	132	26
	10%	*17%*	*10%*	*24%*	**	*10%*	*7%*	*13%*	*9%*	*9%*	**	*9%*	*9%*	*9%*	*10%*	*9%*
		b		**ab**				b								
Standard delivery	**1777**	1009	1777	372	**	1409	69	292	1399	330	**	90	292	207	1273	292
	96%	*96%*	*99%*	*96%*	**	*96%*	*96%*	*97%*	*96%*	*96%*	**	*98%*	*96%*	*97%*	*96%*	*97%*
			ac													
International delivery	**239**	206	233	239	**	185	5	44	179	67	**	17	63	39	156	44
	13%	*19%*	*13%*	*62%*	**	*13%*	*7%*	*15%*	*12%*	*19%*	**	*19%*	*21%*	*18%*	*12%*	*15%*
		b		**ab**										b		
Cross-Border Delivery	**20**	14	19	20	**	15	1	2	17	4	**	2	3	4	12	4
	1%	*1%*	*1%*	*5%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**	*2%*	*1%*	*2%*	*1%*	*1%*
				ab												
Other (PLEASE SPECIFY)	**3**	1	3	2	**	3	-	*	2	*	**	*	*	-	3	*
	%	*%*	*%*	*1%*	**	*%*	*-%*	*%*	*%*	*%*	**	*%*	*%*	*-%*	*%*	*%*
None of these (DO NOT READ OUT)	**4**	4	2	-	**	2	-	-	4	-	**	-	-	-	2	2
	%	*%*	*%*	*-%*	**	*%*	*-%*	*-%*	*%*	*-%*	**	*-%*	*-%*	*-%*	*%*	*1%*
Don't Know (DO NOT READ OUT)	**23**	3	4	*	**	17	2	5	18	1	**	1	1	1	22	*
	1%	*%*	*%*	*%*	**	*1%*	*3%*	*2%*	*1%*	*%*	**	*1%*	*%*	*1%*	*2%*	*%*
															c	

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1865**	220	111	1513	1040	825
Weighted total	**1847**	251	125	1457	1014	833
Urgent delivery - on the same day or a specific time the next day	**190**	40	8	139	121	68
	10%	*16%*	*6%*	*10%*	*12%*	*8%*
		bc			b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	48	24	293	231	139
	20%	*19%*	*19%*	*20%*	*23%*	*17%*
					b	
Timed delivery (i.e. to arrive by specific time /day)	**176**	26	8	143	108	68
	10%	*10%*	*6%*	*10%*	*11%*	*8%*
Standard delivery	**1777**	244	114	1404	965	812
	96%	*97%*	*91%*	*96%*	*95%*	*97%*
		b		b		a
International delivery	**239**	46	14	176	135	104
	13%	*18%*	*11%*	*12%*	*13%*	*13%*
		c				
Cross-Border Delivery	**20**	2	1	17	12	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**3**	*	-	3	*	2
	***%**	*%*	-%	*%*	*%*	*%*
None of these (DO NOT READ OUT)	**4**	-	-	4	4	-
	***%**	-%	-%	*%*	*%*	-%
Don't Know (DO NOT READ OUT)	**23**	-	5	18	12	11
	1%	-%	*4%*	*1%*	*1%*	*1%*
			ac			

Columns Tested: a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 87 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1865**	183	132	158	200	162	104	140	128	199	165	173	121
Weighted total	**1847**	168	154	145	185	172	102	113	136	220	156	185	111
Urgent delivery - on the same day or a specific time the next day	**190**	27	14	13	18	10	4	9	15	22	25	17	17
	10%	*16%*	*9%*	*9%*	*10%*	*6%*	*4%*	*8%*	*11%*	*10%*	*16%*	*9%*	*15%*
		cefg									**cefg**		**ef**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	46	29	25	43	26	7	21	24	40	41	40	26
	20%	*27%*	*19%*	*17%*	*23%*	*15%*	*7%*	*18%*	*18%*	*18%*	*26%*	*22%*	*24%*
		cefhi	f	f	f	f		f	f	f	**ef**	f	f
Timed delivery (i.e. to arrive by specific time /day)	**176**	22	11	9	19	8	6	8	19	18	19	20	17
	10%	*13%*	*7%*	*6%*	*10%*	*5%*	*6%*	*7%*	*14%*	*8%*	*12%*	*11%*	*15%*
		ce			e				**ce**		e	e	**cef**
Standard delivery	**1777**	162	152	135	182	166	99	107	129	213	148	172	111
	96%	*96%*	*99%*	*93%*	*99%*	*96%*	*97%*	*95%*	*95%*	*97%*	*95%*	*93%*	*100%*
			cgjk		**cgjk**								**cghjk**
International delivery	**239**	28	19	25	32	15	13	9	9	27	20	27	15
	13%	*17%*	*12%*	*17%*	*17%*	*9%*	*12%*	*8%*	*7%*	*12%*	*13%*	*14%*	*14%*
		egh		**egh**	**egh**							h	
Cross-Border Delivery	**20**	1	1	3	2	2	1	1	1	2	1	4	1
	1%	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*
Other (PLEASE SPECIFY)	**3**	2	*	-	-	-	-	-	*	-	*	-	-
	****%***	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	-	-	-	-	-	-	-	2	-	-	2	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*	*-%*
Don't Know (DO NOT READ OUT)	**23**	2	1	4	1	2	2	2	3	2	1	3	*
	1%	*1%*	**%*	*3%*	**%*	*1%*	*2%*	*2%*	*2%*	*1%*	*1%*	*2%*	**%*
				d									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1865**	473	466	467	459
Weighted total	**1847**	467	459	468	453
Urgent delivery - on the same day or a specific time the next day	**190**	54	32	46	59
	10%	*11%*	*7%*	*10%*	*13%*
		b			b
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**370**	101	76	85	108
	20%	*22%*	*17%*	*18%*	*24%*
					bc
Timed delivery (i.e. to arrive by specific time /day)	**176**	43	33	46	55
	10%	*9%*	*7%*	*10%*	*12%*
					b
Standard delivery	**1777**	449	447	449	431
	96%	*96%*	*97%*	*96%*	*95%*
International delivery	**239**	72	60	46	62
	13%	*15%*	*13%*	*10%*	*14%*
		c			
Cross-Border Delivery	**20**	5	5	4	6
	1%	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**3**	2	-	*	*
	%	*%*	*-%*	*%*	*%*
None of these (DO NOT READ OUT)	**4**	-	-	2	2
	%	*-%*	*-%*	*%*	*%*
Don't Know (DO NOT READ OUT)	**23**	7	4	7	4
	1%	*2%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**1568**	969	389	124	86	-	599	293	279	101	50	138
Weighted total	**1481**	1411	45	14	11	-	70	412	349	92	36	54
Urgent delivery - on the same day or a specific time the next day	**158**	146	6	3	2	**	11	35	51	5	**	7
	11%	*10%*	*13%*	*21%*	*23%*	**	*16%*	*8%*	*15%*	*5%*	**	*13%*
				ab	**ab**		a		**ac**			c
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**308**	289	11	5	3	**	19	71	80	19	**	13
	21%	*20%*	*24%*	*35%*	*30%*	**	*27%*	*17%*	*23%*	*20%*	**	*24%*
				ab	a		a					
Timed delivery (i.e. to arrive by specific time /day)	**119**	109	5	3	2	**	10	26	37	2	**	7
	8%	*8%*	*11%*	*19%*	*18%*	**	*14%*	*6%*	*11%*	*2%*	**	*13%*
			a	**ab**	a		a		**cd**			**acd**
Standard delivery	**1381**	1313	43	14	10	**	67	378	331	85	**	51
	93%	*93%*	*95%*	*98%*	*96%*	**	*96%*	*92%*	*95%*	*92%*	**	*94%*
				a			a					
International delivery	**180**	170	6	3	2	**	11	35	53	7	**	11
	12%	*12%*	*13%*	*19%*	*18%*	**	*15%*	*9%*	*15%*	*7%*	**	*21%*
				a					**ac**		**ac**	**ac**
Cross-Border Delivery	**14**	13	1	*	*	**	2	3	4	1	**	1
	1%	*1%*	*3%*	*2%*	*2%*	**	*3%*	*1%*	*1%*	*1%*	**	*1%*
			a				a					
Other (PLEASE SPECIFY)	**2**	2	-	*	-	**	*	2	-	-	**	-
	%	*%*	*-%*	*1%*	*-%*	**	*%*	*%*	*-%*	*-%*	**	*-%*
None of these (DO NOT READ OUT)	**4**	4	*	-	-	**	*	4	-	-	**	-
	%	*%*	*%*	*-%*	*-%*	**	*%*	*1%*	*-%*	*-%*	**	*-%*
Don't Know (DO NOT READ OUT)	**26**	25	*	*	-	**	1	5	6	2	**	1
	2%	*2%*	*1%*	*1%*	*-%*	**	*1%*	*1%*	*2%*	*2%*	**	*1%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1568**	99	71	196	44	99	199	111	91	92	1002	179	182	205
Weighted total	**1481**	136	106	245	57	124	248	130	113	108	1269	69	70	74
Urgent delivery - on the same day or a specific time the next day	**158**	21	4	31	**	12	25	14	16	9	139	5	6	8
	11%	*15%*	*4%*	*12%*	**	*10%*	*10%*	*11%*	*14%*	*8%*	*11%*	*7%*	*9%*	*11%*
		bk		b					b					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**308**	37	15	65	**	17	45	33	20	19	269	15	13	12
	21%	*27%*	*14%*	*26%*	**	*13%*	*18%*	*25%*	*17%*	*18%*	*21%*	*22%*	*18%*	*16%*
		em		**bem**	**beflm**			**em**						
Timed delivery (i.e. to arrive by specific time /day)	**119**	21	5	31	**	7	12	6	11	4	102	6	5	5
	8%	*15%*	*5%*	*12%*	**	*6%*	*5%*	*5%*	*9%*	*4%*	*8%*	*9%*	*7%*	*7%*
		befgijl		**fgij**										
		m												
Standard delivery	**1381**	131	95	220	**	117	234	121	109	101	1179	65	67	70
	93%	*96%*	*89%*	*89%*	**	*94%*	*94%*	*93%*	*97%*	*93%*	*93%*	*94%*	*95%*	*95%*
									c				c	c
International delivery	**180**	18	17	47	**	7	23	12	5	14	160	5	7	9
	12%	*13%*	*16%*	*19%*	**	*5%*	*9%*	*9%*	*4%*	*13%*	*13%*	*8%*	*9%*	*12%*
		h	**ehefghjkl**		**aefghijklm**					h	**eh**			h
Cross-Border Delivery	**14**	-	-	-	**	-	-	-	-	-	-	-	-	14
	1%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*20%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	**2**	-	-	-	**	-	2	-	-	-	2	1	-	-
	****%***	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	-	-	2	**	2	*	-	-	-	4	-	-	-
	****%***	*-%*	*-%*	*1%*	**	*1%*	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**26**	2	2	8	**	3	2	-	2	-	21	2	2	1
	2%	*2%*	*2%*	*3%*	**	*2%*	*1%*	*-%*	*2%*	*-%*	*2%*	*2%*	*3%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1568**	113	56	185	43	93	206	98	95	104	993	184	185	206
Weighted total	**1481**	157	85	231	54	106	271	114	121	124	1263	73	72	74
Urgent delivery - on the same day or a specific time the next day	**158**	23	4	32	**	6	21	14	18	11	139	5	7	8
	11%	*14%*	*4%*	*14%*	**	*6%*	*8%*	*13%*	*15%*	*9%*	*11%*	*6%*	*9%*	*11%*
		k		**bek**	**befk**				k					
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**308**	43	10	60	**	11	49	31	22	23	269	15	12	12
	21%	*28%*	*12%*	*26%*	**	*10%*	*18%*	*27%*	*18%*	*19%*	*21%*	*21%*	*17%*	*16%*
		beflm		**belm**	**befhijlm**			**belm**			e	e		
Timed delivery (i.e. to arrive by specific time /day)	**119**	23	5	31	**	5	9	8	13	6	102	6	5	5
	8%	*14%*	*6%*	*13%*	**	*4%*	*3%*	*7%*	*10%*	*5%*	*8%*	*9%*	*7%*	*7%*
		efijlm		**efijm**					f		f	f		
Standard delivery	**1381**	150	78	209	**	99	252	106	115	116	1173	69	69	70
	93%	*95%*	*92%*	*90%*	**	*94%*	*93%*	*93%*	*95%*	*94%*	*93%*	*94%*	*95%*	*95%*
International delivery	**180**	22	15	45	**	9	23	12	4	16	160	5	7	9
	12%	*14%*	*17%*	*19%*	**	*8%*	*8%*	*11%*	*4%*	*13%*	*13%*	*7%*	*9%*	*12%*
		h	**fhkefhjklm**		**efghjklm**					h	**hk**			h
Cross-Border Delivery	**14**	-	-	-	**	-	-	-	-	-	-	-	-	14
	1%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	*20%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	**2**	-	-	-	**	-	2	-	-	-	2	1	-	-
	****%***	-%	-%	-%	**	-%	*1%*	-%	-%	-%	**%*	*1%*	-%	-%
None of these (DO NOT READ OUT)	**4**	-	-	-	**	2	2	*	-	-	4	-	-	-
	****%***	-%	-%	-%	**	*2%*	*1%*	**%*	-%	-%	**%*	-%	-%	-%
						j								
Don't Know (DO NOT READ OUT)	**26**	2	-	6	**	3	4	-	4	-	21	2	2	1
	2%	*1%*	-%	*3%*	**	*2%*	*1%*	-%	*3%*	-%	*2%*	*2%*	*3%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1568	39	169	28	139	367	63	77	670	1165	403	1383	185	1511	57
Weighted total	1481	30	169	23	121	433	45	70	573	1182	299	1343	138	1417	64
Urgent delivery - on the same day or a specific time the next day	158	**	13	**	8	38	7	14	69	125	33	145	13	151	7
	11%	**	7%	**	7%	9%	16%	20%	12%	11%	11%	11%	9%	11%	10%
							bd	bdeh							
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	308	**	35	**	19	77	7	22	126	238	70	279	29	300	8
	21%	**	20%	**	16%	18%	17%	32%	22%	20%	23%	21%	21%	21%	12%
		de						def							
Timed delivery (i.e. to arrive by specific time /day)	119	**	9	**	13	32	4	8	48	96	23	111	8	114	5
	8%	**	5%	**	11%	7%	8%	12%	8%	8%	8%	8%	6%	8%	7%
Standard delivery	1381	**	160	**	112	405	38	64	533	1096	285	1252	129	1317	64
	93%	**	94%	**	93%	93%	85%	91%	93%	93%	95%	93%	93%	93%	99%
		f	f			f			f						
International delivery	180	**	25	**	7	70	3	10	59	141	40	158	23	179	1
	12%	**	15%	**	6%	16%	7%	15%	10%	12%	13%	12%	17%	13%	2%
			ad			adh		d						b	
Cross-Border Delivery	14	**	2	**	1	3	-	1	6	9	5	12	3	14	1
	1%	**	1%	**	1%	1%	-%	2%	1%	1%	2%	1%	2%	1%	1%
		e													
Other (PLEASE SPECIFY)	2	**	-	**	-	-	-	-	2	2	*	2	-	2	-
	*%	**	-%	**	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	4	**	-	**	2	2	-	-	-	4	-	4	*	4	-
	*%	**	-%	**	2%	*%	-%	-%	-%	*%	-%	*%	*%	*%	-%
					h										
Don't Know (DO NOT READ OUT)	26	**	3	**	2	8	2	-	10	22	4	21	4	25	*
	2%	**	1%	**	2%	2%	5%	-%	2%	2%	1%	2%	3%	2%	1%
							gh								

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1568	888	273	393	1126	365	66	7	4	-	-	-	1491	77	409	717	442
Weighted total	1481	829	270	363	1163	271	42	3	2	-	-	-	1434	47	476	687	318
Urgent delivery - on the same day or a specific time the next day	158	69	41	48	117	37	3	**	**	**	**	**	154	4	36	81	41
	11%	8%	15%	13%	10%	14%	8%	**	**	**	**	**	11%	8%	8%	12%	13%
			a	a												a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	308	149	66	91	230	71	6	**	**	**	**	**	301	8	65	165	78
	21%	18%	24%	25%	20%	26%	15%	**	**	**	**	**	21%	16%	14%	24%	25%
			a	a		ai										a	a
Timed delivery (i.e. to arrive by specific time /day)	119	60	27	31	84	30	4	**	**	**	**	**	115	4	26	59	35
	8%	7%	10%	9%	7%	11%	9%	**	**	**	**	**	8%	9%	5%	9%	11%
						ai											a
Standard delivery	1381	779	244	340	1086	248	41	**	**	**	**	**	1335	46	457	629	294
	93%	94%	90%	94%	93%	92%	99%	**	**	**	**	**	93%	97%	96%	92%	93%
		b													bc		
International delivery	180	82	42	56	127	45	9	**	**	**	**	**	171	9	31	95	54
	12%	10%	15%	15%	11%	17%	21%	**	**	**	**	**	12%	19%	7%	14%	17%
			a	a		ai	ai							a		a	a
Cross-Border Delivery	14	11	1	2	10	5	*	**	**	**	**	**	14	*	3	7	5
	1%	1%	*%	1%	1%	2%	*%	**	**	**	**	**	1%	1%	1%	1%	2%
Other (PLEASE SPECIFY)	2	1	-	2	2	*	-	**	**	**	**	**	2	-	-	2	*
	*%	*%	-%	1%	*%	*%	-%	**	**	**	**	**	*%	-%	-%	*%	*%
None of these (DO NOT READ OUT)	4	2	2	-	4	-	-	**	**	**	**	**	4	-	2	2	-
	*%	*%	1%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	*%	-%
Don't Know (DO NOT READ OUT)	26	13	8	4	21	4	*	**	**	**	**	**	25	*	7	14	4
	2%	2%	3%	1%	2%	1%	1%	**	**	**	**	**	2%	1%	2%	2%	1%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1568	1270	925	1346	646	524	1052	1165	88	38	40	10	5	-	615	14	11	4	1	1	-	2
Weighted total	1481	1124	777	1218	610	409	945	1110	60	22	20	4	3	-	590	9	9	*	*	*	-	1
Urgent delivery - on the same day or a specific time the next day	158	136	103	143	73	56	117	127	13	**	**	**	**	**	72	**	**	**	**	**	**	**
	11%	12%	13%	12%	12%	14%	12%	11%	21%	**	**	**	**	**	12%	**	**	**	**	**	**	**
									ad													
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	308	241	197	268	157	107	217	235	23	**	**	**	**	**	151	**	**	**	**	**	**	**
	21%	21%	25%	22%	26%	26%	23%	21%	39%	**	**	**	**	**	26%	**	**	**	**	**	**	**
			a		a	ac		d	ad	d												
Timed delivery (i.e. to arrive by specific time /day)	119	100	73	106	52	40	87	91	11	**	**	**	**	**	51	**	**	**	**	**	**	**
	8%	9%	9%	9%	8%	10%	9%	8%	19%	**	**	**	**	**	9%	**	**	**	**	**	**	**
									ad													
Standard delivery	1381	1057	714	1137	562	383	883	1035	56	**	**	**	**	**	546	**	**	**	**	**	**	**
	93%	94%	92%	93%	92%	94%	94%	93%	94%	**	**	**	**	**	92%	**	**	**	**	**	**	**
		b																				
International delivery	180	149	111	162	95	54	118	148	9	**	**	**	**	**	92	**	**	**	**	**	**	**
	12%	13%	14%	13%	16%	13%	13%	13%	16%	**	**	**	**	**	16%	**	**	**	**	**	**	**
Cross-Border Delivery	14	11	11	12	7	5	9	11	*	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	1%	1%	1%	1%	1%	1%	1%	*%	**	**	**	**	**	1%	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	2	1	-	1	-	-	2	1	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	*%	*%	-%	*%	-%	-%	*%	*%	-%	**	**	**	**	**	-%	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	4	-	-	-	2	-	2	-	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	*%	-%	-%	-%	*%	-%	*%	-%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
					c																	
Don't Know (DO NOT READ OUT)	26	18	15	20	8	8	13	19	-	**	**	**	**	**	8	**	**	**	**	**	**	**
	2%	2%	2%	2%	1%	2%	1%	2%	-%	**	**	**	**	**	1%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1568	307	311	400	318	10	197	149	164	128	8	373	36	232	1394	174
Weighted total	1481	349	317	371	170	12	206	137	148	110	8	400	29	175	1307	175
Urgent delivery - on the same day or a specific time the next day	158	31	42	46	24	**	16	23	20	12	**	39	**	28	134	24
	11%	9%	13%	12%	14%	**	8%	17% a	14%	11%	**	10%	** a	16% a	10%	13%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	308	66	84	73	39	**	50	47	30	24	**	93	**	57	266	42
	21%	19%	26% ac	20%	23%	**	24%	34% acd	21%	22%	**	23%	**	33% ab	20%	24%
Timed delivery (i.e. to arrive by specific time /day)	119	21	28	35	22	**	10	13	16	12	**	27	**	21	99	20
	8%	6%	9%	9%	13% a	**	5%	9%	11% a	11% a	**	7%	**	12% a	8%	11%
Standard delivery	1381	336	289	341	162	**	196	123	139	100	**	369	**	164	1219	162
	93%	96% bc	91%	92%	95% b	**	95% b	89%	94%	91%	**	92%	**	94%	93%	93%
International delivery	180	40	46	54	20	**	23	35	23	12	**	56	**	31	147	33
	12%	12%	14%	15%	12%	**	11%	26% acd	16%	11%	**	14%	**	18%	11%	19% a
Cross-Border Delivery	14	1	4	4	3	**	2	2	2	1	**	3	**	3	12	3
	1%	*%	1%	1%	2%	**	1%	2%	1%	1%	**	1%	**	2%	1%	2%
Other (PLEASE SPECIFY)	2	-	1	*	-	**	-	-	-	-	**	-	**	-	1	2
	*%	-%	*%	*%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*%	1% a
None of these (DO NOT READ OUT)	4	-	-	-	-	**	-	-	2	-	**	2	**	-	4	-
	*%	-%	-%	-%	-%	**	-%	-%	1%	-%	**	*%	**	-%	*%	-%
Don't Know (DO NOT READ OUT)	26	3	3	12	2	**	3	2	-	3	**	2	**	3	25	*
	2%	1%	1%	3% b	1%	**	2%	2%	-%	2%	**	*%	** ac	2%	2%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1568**	1302	44	447	199	1287	59	437	209	344	1193	194	1
Weighted total	**1481**	1183	35	402	208	1172	47	395	215	282	1050	131	1
Urgent delivery - on the same day or a specific time the next day	**158**	135	**	43	30	131	12	44	29	60	126	34	**
	11%	*11%*	**	*11%*	*15%*	*11%*	*27%*	*11%*	*13%*	*21%*	*12%*	*26%*	**
			a				a			b		b	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**308**	261	**	102	56	258	10	103	54	105	222	50	**
	21%	*22%*	**	*25%*	*27%*	*22%*	*21%*	*26%*	*25%*	*37%*	*21%*	*38%*	**
										b		b	
Timed delivery (i.e. to arrive by specific time /day)	**119**	101	**	28	24	101	5	30	22	42	93	22	**
	8%	*9%*	**	*7%*	*11%*	*9%*	*10%*	*8%*	*10%*	*15%*	*9%*	*17%*	**
										b		b	
Standard delivery	**1381**	1104	**	366	196	1093	45	360	202	268	993	124	**
	93%	*93%*	**	*91%*	*94%*	*93%*	*95%*	*91%*	*94%*	*95%*	*95%*	*95%*	**
International delivery	**180**	154	**	49	46	151	11	50	44	55	135	64	**
	12%	*13%*	**	*12%*	*22%*	*13%*	*23%*	*13%*	*21%*	*19%*	*13%*	*49%*	**
					a		a		a	b		**ab**	
Cross-Border Delivery	**14**	12	**	4	3	12	1	4	3	4	11	7	**
	1%	*1%*	**	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*6%*	**
												ab	
Other (PLEASE SPECIFY)	**2**	1	**	-	-	1	-	-	-	*	1	*	**
	****%***	**%*	**	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**
None of these (DO NOT READ OUT)	**4**	-	**	2	-	-	-	2	-	-	-	-	**
	****%***	*-%*	**	**%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*-%*	**
Don't Know (DO NOT READ OUT)	**26**	20	**	8	1	20	*	8	1	-	18	3	**
	2%	*2%*	**	*2%*	**%*	*2%*	**%*	*2%*	**%*	*-%*	*2%*	*2%*	**
											a	a	

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1568	301	811	129	-	436	428	149	3	1231	891	531	1084	893	32
Weighted total	1481	255	665	91	-	444	376	139	*	1090	756	489	982	756	12
Urgent delivery - on the same day or a specific time the next day	158	54	90	17	**	62	51	27	**	129	96	62	120	82	**
	11%	21%	14%	18%	**	14%	14%	19%	**	12%	13%	13%	12%	11%	**
		b													
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	308	100	160	36	**	135	106	48	**	233	189	130	232	160	**
	21%	39%	24%	40%	**	30%	28%	35%	**	21%	25%	27%	24%	21%	**
		b		b								a			ab
Timed delivery (i.e. to arrive by specific time /day)	119	36	67	13	**	43	35	18	**	96	69	44	87	59	**
	8%	14%	10%	15%	**	10%	9%	13%	**	9%	9%	9%	9%	8%	**
Standard delivery	1381	224	631	84	**	406	357	129	**	1024	693	448	913	724	**
	93%	88%	95%	93%	**	91%	95%	93%	**	94%	92%	92%	93%	96%	**
			a				a			b			c	ac	
International delivery	180	48	96	47	**	78	69	57	**	141	105	78	134	97	**
	12%	19%	14%	52%	**	17%	18%	41%	**	13%	14%	16%	14%	13%	**
				ab				ab							
Cross-Border Delivery	14	5	10	4	**	5	5	4	**	11	11	5	10	10	**
	1%	2%	1%	4%	**	1%	1%	3%	**	1%	1%	1%	1%	1%	**
				b											ab
Other (PLEASE SPECIFY)	2	-	-	-	**	-	-	-	**	1	-	-	1	1	**
	*%	-%	-%	-%	**	-%	-%	-%	**	*%	-%	-%	*%	*%	**
None of these (DO NOT READ OUT)	4	-	-	-	**	2	2	-	**	-	-	2	-	-	**
	*%	-%	-%	-%	**	*%	*%	-%	**	-%	-%	*%	-%	-%	**
												a			
Don't Know (DO NOT READ OUT)	26	2	14	3	**	2	7	-	**	17	15	8	17	10	**
	2%	1%	2%	3%	**	*%	2%	-%	**	2%	2%	2%	2%	1%	**
							a								

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1568	381	271	300	73	74	1048	889	64	14	27	5	1557	1568	1568	1350	1551
Weighted total	1481	341	232	289	79	66	950	763	56	12	26	5	1472	1481	1481	1250	1461
Urgent delivery - on the same day or a specific time the next day	158	60	36	53	20	23	116	90	7	**	**	**	156	158	158	150	154
	11%	18%	15%	18%	26%	34%	12%	12%	12%	**	**	**	11%	11%	11%	12%	11%
					b	abc											
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	308	109	67	102	29	27	214	160	10	**	**	**	308	308	308	284	303
	21%	32%	29%	35%	37%	41%	23%	21%	18%	**	**	**	21%	21%	21%	23%	21%
Timed delivery (i.e. to arrive by specific time /day)	119	42	23	36	16	16	86	67	5	**	**	**	119	119	119	114	118
	8%	12%	10%	13%	20%	24%	9%	9%	9%	**	**	**	8%	8%	8%	9%	8%
					b	abc											
Standard delivery	1381	323	221	266	79	64	891	726	56	**	**	**	1373	1381	1381	1167	1360
	93%	95%	95%	92%	100%	97%	94%	95%	99%	**	**	**	93%	93%	93%	93%	93%
					ac												
International delivery	180	68	44	60	37	33	128	102	9	**	**	**	179	180	180	168	179
	12%	20%	19%	21%	47%	49%	14%	13%	16%	**	**	**	12%	12%	12%	13%	12%
					abc	abc											
Cross-Border Delivery	14	4	2	4	1	1	11	11	*	**	**	**	14	14	14	13	14
	1%	1%	1%	1%	2%	2%	1%	1%	*%	**	**	**	1%	1%	1%	1%	1%
Other (PLEASE SPECIFY)	2	-	-	-	-	-	*	*	-	**	**	**	2	2	2	2	2
	*%	-%	-%	-%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
None of these (DO NOT READ OUT)	4	-	2	-	-	-	-	2	-	**	**	**	4	4	4	2	4
	*%	-%	1%	-%	-%	-%	-%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Don't Know (DO NOT READ OUT)	26	7	3	1	-	2	19	12	-	**	**	**	23	26	26	16	26
	2%	2%	1%	*%	-%	3%	2%	2%	-%	**	**	**	2%	2%	2%	1%	2%
						c											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1568	1006	1536	401	16	1259	51	254	1251	298	13	81	272	195	1086	281
Weighted total	1481	940	1447	339	12	1168	56	261	1155	291	16	83	252	179	1046	253
Urgent delivery - on the same day or a specific time the next day	158	158	156	97	**	115	8	40	109	38	**	11	34	21	112	25
	11%	17%	11%	29%	**	10%	14%	15%	9%	13%	**	13%	13%	12%	11%	10%
		b		ab				b								
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	308	308	294	146	**	239	11	57	238	69	**	20	61	44	200	64
	21%	33%	20%	43%	**	20%	19%	22%	21%	24%	**	24%	24%	25%	19%	25%
		b		ab												b
Timed delivery (i.e. to arrive by specific time /day)	119	119	119	72	**	91	4	29	84	27	**	8	22	15	86	18
	8%	13%	8%	21%	**	8%	7%	11%	7%	9%	**	10%	9%	8%	8%	7%
		b		ab				b								
Standard delivery	1381	861	1381	321	**	1097	50	242	1076	269	**	78	230	164	973	240
	93%	92%	95%	95%	**	94%	89%	93%	93%	92%	**	94%	91%	92%	93%	95%
			a													
International delivery	180	159	177	180	**	140	12	38	132	58	**	13	57	27	124	30
	12%	17%	12%	53%	**	12%	22%	15%	11%	20%	**	15%	23%	15%	12%	12%
		b		ab			a									
Cross-Border Delivery	14	11	14	14	**	10	*	2	12	4	**	2	2	4	7	3
	1%	1%	1%	4%	**	1%	*%	1%	1%	1%	**	2%	1%	2%	1%	1%
				ab										b		
Other (PLEASE SPECIFY)	2	2	2	2	**	1	-	*	1	2	**	2	*	-	2	-
	*%	*%	*%	1%	**	*%	-%	*%	*%	1%	**	2%	*%	-%	*%	-%
												b				
None of these (DO NOT READ OUT)	4	4	2	-	**	2	-	-	4	2	**	-	2	-	4	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	1%	**	-%	1%	-%	*%	-%
Don't Know (DO NOT READ OUT)	26	5	11	1	**	14	2	7	18	1	**	1	3	5	18	2
	2%	1%	1%	*%	**	1%	4%	3%	2%	*%	**	1%	1%	3%	2%	1%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1568**	196	91	1263	902	666
Weighted total	**1481**	219	91	1161	834	647
Urgent delivery - on the same day or a specific time the next day	**158**	25	9	124	93	65
	11%	*11%*	*9%*	*11%*	*11%*	*10%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**308**	43	18	247	183	125
	21%	*20%*	*19%*	*21%*	*22%*	*19%*
Timed delivery (i.e. to arrive by specific time /day)	**119**	20	2	96	73	46
	8%	*9%*	*3%*	*8%*	*9%*	*7%*
		b				
Standard delivery	**1381**	208	83	1080	778	603
	93%	*95%*	*90%*	*93%*	*93%*	*93%*
International delivery	**180**	36	9	135	90	90
	12%	*16%*	*10%*	*12%*	*11%*	*14%*
Cross-Border Delivery	**14**	2	1	12	9	5
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**2**	-	-	2	1	2
	***%**	*-%*	*-%*	*%*	*%*	*%*
None of these (DO NOT READ OUT)	**4**	2	-	2	2	2
	***%**	*1%*	*-%*	*%*	*%*	*%*
Don't Know (DO NOT READ OUT)	**26**	2	5	19	12	13
	2%	*1%*	*5%*	*2%*	*1%*	*2%*
			ac			

Columns Tested: a,b,c - a,b

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1568**	148	107	131	181	142	98	114	105	160	137	141	104
Weighted total	**1481**	129	123	115	162	148	96	89	104	169	122	137	88
Urgent delivery - on the same day or a specific time the next day	**158**	20	6	9	18	9	7	10	14	21	23	13	9
	11%	*16%*	*5%*	*8%*	*11%*	*6%*	*7%*	*11%*	*14%*	*12%*	*19%*	*10%*	*10%*
		bcef							**be**	b	**bcefk**		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**308**	32	27	26	29	24	11	20	17	38	38	28	19
	21%	*25%*	*22%*	*22%*	*18%*	*16%*	*11%*	*23%*	*16%*	*23%*	*31%*	*20%*	*22%*
		f	f	f				f		f	**defhk**		
Timed delivery (i.e. to arrive by specific time /day)	**119**	11	6	7	11	7	3	6	12	18	15	13	11
	8%	*9%*	*5%*	*6%*	*7%*	*5%*	*3%*	*7%*	*11%*	*11%*	*13%*	*9%*	*12%*
									f	f	**bef**	f	**bef**
Standard delivery	**1381**	120	117	108	153	144	86	76	98	154	110	127	87
	93%	*93%*	*96%*	*93%*	*95%*	*97%*	*90%*	*86%*	*94%*	*91%*	*90%*	*93%*	*99%*
			g		g	**fgij**							**acdfghijk**
International delivery	**180**	23	14	22	27	10	9	8	8	21	18	13	9
	12%	*18%*	*11%*	*19%*	*17%*	*7%*	*10%*	*9%*	*7%*	*12%*	*15%*	*9%*	*10%*
		eghk		**eghk**	**eh**						e		
Cross-Border Delivery	**14**	1	*	2	1	2	1	1	1	2	1	2	1
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**2**	-	-	-	-	-	-	1	*	2	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*%*	*1%*	*-%*	*-%*	*-%*
None of these (DO NOT READ OUT)	**4**	-	*	-	-	-	-	2	-	2	-	-	-
	%	*-%*	*%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*-%*
Don't Know (DO NOT READ OUT)	**26**	2	3	2	4	-	1	2	4	2	1	3	*
	2%	*2%*	*2%*	*2%*	*3%*	*-%*	*1%*	*3%*	*4%*	*1%*	*1%*	*2%*	*1%*
					e				e				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1568**	386	421	379	382
Weighted total	**1481**	367	406	361	347
Urgent delivery - on the same day or a specific time the next day	**158** ***11%***	35 *9%*	34 *8%*	45 *12%*	45 *13%* b
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**308** ***21%***	84 *23%* b	64 *16%*	75 *21%*	84 *24%* b
Timed delivery (i.e. to arrive by specific time /day)	**119** ***8%***	24 *6%*	20 *5%*	36 *10%* b	39 *11%* **ab**
Standard delivery	**1381** ***93%***	345 *94%*	384 *94%* c	328 *91%*	324 *94%*
International delivery	**180** ***12%***	59 *16%* c	46 *11%*	36 *10%*	39 *11%*
Cross-Border Delivery	**14** ***1%***	3 *1%*	3 *1%*	5 *1%*	3 *1%*
Other (PLEASE SPECIFY)	**2** ***%***	- *-%*	- *-%*	2 *1%*	- *-%*
None of these (DO NOT READ OUT)	**4** ***%***	* *%*	- *-%*	4 *1%* **bd**	- *-%*
Don't Know (DO NOT READ OUT)	**26** ***2%***	7 *2%*	5 *1%*	9 *2%*	5 *1%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 89

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**1573**	966	392	131	84	-	607	293	291	101	46	141
Weighted total	**1507**	1437	45	15	10	-	70	423	377	95	27	53
Urgent delivery - on the same day or a specific time the next day	**346**	327	11	5	3	**	19	87	105	26	**	11
	23%	*23%*	*25%*	*33%*	*26%*	**	*27%*	*20%*	*28%*	*27%*	**	*21%*
				a					a		**ae**	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**898**	857	26	8	6	**	41	245	229	60	**	28
	60%	*60%*	*59%*	*55%*	*61%*	**	*58%*	*58%*	*61%*	*64%*	**	*53%*
								d	d	d		
Timed delivery (i.e. to arrive by specific time /day)	**315**	298	11	3	3	**	18	86	104	15	**	13
	21%	*21%*	*24%*	*23%*	*31%*	**	*25%*	*20%*	*28%*	*16%*	**	*24%*
					a		a		**acd**			
Standard delivery	**1093**	1039	33	12	9	**	54	299	286	63	**	42
	73%	*72%*	*75%*	*81%*	*87%*	**	*78%*	*71%*	*76%*	*67%*	**	*78%*
				a	**ab**		a				**ac**	
International delivery	**296**	281	9	4	3	**	16	68	84	13	**	14
	20%	*20%*	*21%*	*26%*	*24%*	**	*22%*	*16%*	*22%*	*14%*	**	*26%*
									a			**ac**
Cross-Border Delivery	**19**	17	1	*	*	**	2	5	6	1	**	1
	1%	*1%*	*3%*	*2%*	*2%*	**	*3%*	*1%*	*2%*	*1%*	**	*1%*
							a					
Other (PLEASE SPECIFY)	**14**	14	*	-	-	**	*	6	7	1	**	*
	1%	*1%*	*1%*	*-%*	*-%*	**	*1%*	*1%*	*2%*	*1%*	**	*%*
None of these (DO NOT READ OUT)	**8**	7	*	*	-	**	1	1	1	2	**	-
	1%	*1%*	*1%*	*3%*	*-%*	**	*1%*	*%*	*%*	*2%*	**	*-%*
				a						**ab**		
Don't Know (DO NOT READ OUT)	**17**	16	1	-	-	**	1	2	3	2	**	*
	1%	*1%*	*2%*	*-%*	*-%*	**	*1%*	*1%*	*1%*	*2%*	**	*%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1573**	93	75	204	45	100	196	114	98	88	1013	174	190	196
Weighted total	**1507**	129	112	254	59	124	250	138	127	111	1304	65	71	67
Urgent delivery - on the same day or a specific time the next day	**346**	38	20	61	**	34	57	33	24	27	304	13	13	17
	23%	*30%*	*18%*	*24%*	**	*27%*	*23%*	*24%*	*19%*	*24%*	*23%*	*20%*	*19%*	*25%*
		l												
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**898**	88	58	154	**	73	159	82	60	68	782	43	40	34
	60%	*69%*	*52%*	*61%*	**	*59%*	*64%*	*59%*	*47%*	*62%*	*60%*	*65%*	*56%*	*52%*
		bhlm		h	h		**hm**				**hm**	**bhm**		
Timed delivery (i.e. to arrive by specific time /day)	**315**	43	20	43	**	31	49	24	27	28	278	15	13	9
	21%	*34%*	*18%*	*17%*	**	*25%*	*19%*	*18%*	*22%*	*25%*	*21%*	*24%*	*19%*	*14%*
		bcfgjlm				m				m	m	m		
Standard delivery	**1093**	111	89	191	**	85	171	94	83	78	947	46	53	47
	73%	*86%*	*79%*	*75%*	**	*68%*	*68%*	*68%*	*65%*	*71%*	*73%*	*71%*	*75%*	*71%*
		cefghij klm												
International delivery	**296**	24	25	66	**	20	37	24	15	28	259	12	11	14
	20%	*19%*	*23%*	*26%*	**	*16%*	*15%*	*18%*	*11%*	*25%*	*20%*	*18%*	*16%*	*21%*
				efhl	**efghjkl**					**fh**	h			h
Cross-Border Delivery	**19**	-	-	-	**	-	-	-	-	-	-	-	-	19
	1%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	**14**	*	-	2	**	*	2	2	5	-	11	2	*	1
	1%	*%*	*-%*	*1%*	**	*%*	*1%*	*1%*	*4%*	*-%*	*1%*	*3%*	*%*	*2%*
									jl			**jl**		
None of these (DO NOT READ OUT)	**8**	-	-	4	**	2	*	-	*	-	6	1	1	1
	1%	*-%*	*-%*	*2%*	**	*2%*	*%*	*-%*	*%*	*-%*	*%*	*1%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**17**	*	3	*	**	3	*	2	4	-	14	*	1	1
	1%	*%*	*3%*	*%*	**	*2%*	*%*	*2%*	*3%*	*-%*	*1%*	*1%*	*2%*	*2%*
			cf		**cf**	**cf**			**cf**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1573**	113	59	192	40	94	203	100	101	102	1004	179	194	196
Weighted total	**1507**	161	89	239	49	111	268	121	130	130	1298	70	73	66
Urgent delivery - on the same day or a specific time the next day	**346**	40	16	59	**	29	62	29	29	33	303	13	13	17
	23%	*25%*	*18%*	*25%*	**	*26%*	*23%*	*24%*	*22%*	*26%*	*23%*	*19%*	*18%*	*25%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**898**	114	46	151	**	66	162	72	59	80	779	45	40	35
	60%	*71%*	*52%*	*63%*	**	*59%*	*60%*	*60%*	*45%*	*62%*	*60%*	*64%*	*55%*	*52%*
		bhjlm		**hm**			h	h		h	**hm**	**hm**		
Timed delivery (i.e. to arrive by specific time /day)	**315**	45	19	46	**	31	45	28	26	32	277	15	14	9
	21%	*28%*	*22%*	*19%*	**	*27%*	*17%*	*23%*	*20%*	*25%*	*21%*	*22%*	*18%*	*14%*
		dflm				**fm**		m		m	m	m		
Standard delivery	**1093**	128	72	177	**	81	193	81	87	95	945	47	55	47
	73%	*79%*	*81%*	*74%*	**	*72%*	*72%*	*67%*	*66%*	*73%*	*73%*	*67%*	*75%*	*71%*
		ghk												
International delivery	**296**	28	21	64	**	22	43	23	12	34	259	12	11	14
	20%	*17%*	*24%*	*27%*	**	*19%*	*16%*	*19%*	*9%*	*26%*	*20%*	*17%*	*16%*	*21%*
			h	**fhjkl**	h	h				**fhl**	h			h
Cross-Border Delivery	**19**	-	-	-	**	-	-	-	-	-	-	-	-	19
	1%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*28%*
														abcdefgh ijkl
Other (PLEASE SPECIFY)	**14**	*	-	2	**	*	2	2	5	-	11	2	*	1
	1%	**%*	*-%*	*1%*	**	**%*	*1%*	*2%*	*4%*	*-%*	*1%*	*3%*	**%*	*2%*
									jl			**jl**		
None of these (DO NOT READ OUT)	**8**	-	-	4	**	2	-	*	-	*	6	1	1	1
	1%	*-%*	*-%*	*2%*	**	*2%*	*-%*	**%*	*-%*	**%*	**%*	*1%*	*1%*	*1%*
Don't Know (DO NOT READ OUT)	**17**	*	3	*	**	3	*	2	4	-	12	2	1	1
	1%	**%*	*3%*	**%*	**	*2%*	**%*	*2%*	*3%*	*-%*	*1%*	*3%*	*2%*	*2%*
			cf			**cf**			**cfj**			**cfj**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1573	35	172	31	129	398	66	62	666	1161	412	1390	183	1520	53
Weighted total	1507	27	179	23	111	473	46	64	569	1200	307	1367	140	1441	65
Urgent delivery - on the same day or a specific time the next day	346	**	50	**	17	131	11	11	107	276	70	309	37	331	16
	23%	**	28%	**	15%	28%	24%	17%	19%	23%	23%	23%	27%	23%	24%
		dh	dh			dh									
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	898	**	104	**	63	307	22	35	329	683	215	826	72	864	34
	60%	**	58%	**	57%	65%	49%	54%	58%	57%	70%	60%	51%	60%	53%
						fh					a	b			
Timed delivery (i.e. to arrive by specific time /day)	315	**	67	**	27	97	7	12	98	236	79	288	28	300	15
	21%	**	37%	**	24%	21%	16%	19%	17%	20%	26%	21%	20%	21%	24%
			acdefgh		a	a					a				
Standard delivery	1093	**	117	**	75	341	32	48	429	881	212	986	108	1046	48
	73%	**	65%	**	68%	72%	71%	75%	75%	73%	69%	72%	77%	73%	73%
				abdefh					b						
International delivery	296	**	51	**	9	99	4	16	105	229	67	271	25	292	4
	20%	**	28%	**	8%	21%	9%	24%	18%	19%	22%	20%	18%	20%	6%
			dfh			df		df	d					b	
Cross-Border Delivery	19	**	3	**	1	5	-	1	6	11	7	17	2	17	1
	1%	**	2%	**	1%	1%	-%	2%	1%	1%	2%	1%	1%	1%	2%
		efh									a				
Other (PLEASE SPECIFY)	14	**	2	**	*	5	1	-	6	12	2	14	-	14	-
	1%	**	1%	**	*%	1%	1%	-%	1%	1%	1%	1%	-%	1%	-%
None of these (DO NOT READ OUT)	8	**	-	**	1	*	*	1	7	7	1	6	2	8	-
	1%	**	-%	**	*%	*%	*%	1%	1%	1%	*%	*%	2%	1%	-%
									e				a		
Don't Know (DO NOT READ OUT)	17	**	1	**	5	3	2	3	1	12	5	17	-	15	2
	1%	**	*%	**	5%	1%	5%	5%	*%	1%	2%	1%	-%	1%	3%
		beh			beh		beh	beh							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1573	873	275	408	1105	389	69	6	4	-	-	-	1494	79	396	709	468
Weighted total	1507	823	275	386	1145	309	48	3	2	-	-	-	1454	53	463	681	362
Urgent delivery - on the same day or a specific time the next day	346	174	74	97	260	74	11	**	**	**	**	**	334	12	98	163	86
	23%	21%	27% a	25%	23%	24%	24%	**	**	**	**	**	23%	23%	21%	24%	24%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	898	458	178	254	672	200	22	**	**	**	**	**	872	26	259	414	226
	60%	56%	65% a	66% a	59%	65% acj	47%	**	**	**	**	**	60% cj	49%	56%	61%	62% a
Timed delivery (i.e. to arrive by specific time /day)	315	154	70	91	230	78	8	**	**	**	**	**	307	8	91	138	86
	21%	19%	25% a	23% a	20%	25% a	17%	**	**	**	**	**	21%	16%	20%	20%	24%
Standard delivery	1093	598	208	273	845	206	40	**	**	**	**	**	1051	42	344	501	248
	73%	73%	76%	71%	74% b	67%	84% bi	**	**	**	**	**	72% b	80% b	74%	74%	69%
International delivery	296	127	69	98	197	82	14	**	**	**	**	**	278	18	60	137	100
	20%	15%	25% a	25% a	17%	26% ai	29% ai	**	**	**	**	**	19%	34% ai	13%	20% a	28% ab
Cross-Border Delivery	19	13	1	4	12	6	*	**	**	**	**	**	18	*	5	8	6
	1%	2%	*%	1%	1%	2%	*%	**	**	**	**	**	1%	*%	1%	1%	2%
Other (PLEASE SPECIFY)	14	6	4	4	9	4	1	**	**	**	**	**	14	1	5	4	5
	1%	1%	1%	1%	1%	1%	1%	**	**	**	**	**	1%	1%	1%	1%	1%
None of these (DO NOT READ OUT)	8	4	4	*	6	2	*	**	**	**	**	**	8	*	5	1	2
	1%	1%	1% c	*%	1%	1%	*%	**	**	**	**	**	1%	*%	1%	*%	1%
Don't Know (DO NOT READ OUT)	17	5	3	4	14	2	1	**	**	**	**	**	16	1	6	8	3
	1%	1%	1%	1%	1%	1%	2%	**	**	**	**	**	1%	2%	1%	1%	1%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1573**	1209	862	1288	686	527	1062	1112	80	40	41	10	5	-	654	13	12	5	1	1	-	2
Weighted total	**1507**	1081	721	1182	669	412	965	1074	56	25	20	4	3	-	648	9	11	1	*	*	-	1
Urgent delivery - on the same day or a specific time the next day	**346**	240	156	260	163	109	236	232	17	**	**	**	**	**	160	**	**	**	**	**	**	**
	23%	*22%*	*22%*	*22%*	*24%*	*27%*	*24%*	*22%*	*31%*	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
						bc			**ac**													
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**898**	619	442	689	436	263	586	625	34	**	**	**	**	**	423	**	**	**	**	**	**	**
	60%	*57%*	*61%*	*58%*	*65%*	*64%*	*61%*	*58%*	*60%*	**	**	**	**	**	*65%*	**	**	**	**	**	**	**
					ac	**ac**																
Timed delivery (i.e. to arrive by specific time /day)	**315**	223	140	239	151	106	231	218	12	**	**	**	**	**	148	**	**	**	**	**	**	**
	21%	*21%*	*19%*	*20%*	*23%*	*26%*	*24%*	*20%*	*21%*	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
						abc	**bc**				c											
Standard delivery	**1093**	806	510	864	469	314	709	777	46	**	**	**	**	**	457	**	**	**	**	**	**	**
	73%	*75%*	*71%*	*73%*	*70%*	*76%*	*73%*	*72%*	*82%*	**	**	**	**	**	*70%*	**	**	**	**	**	**	**
		d				**bd**				a												
International delivery	**296**	204	164	233	166	89	199	202	21	**	**	**	**	**	160	**	**	**	**	**	**	**
	20%	*19%*	*23%*	*20%*	*25%*	*22%*	*21%*	*19%*	*37%*	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
			a		**acf**				a													
Cross-Border Delivery	**19**	14	12	15	9	7	12	13	1	**	**	**	**	**	9	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**14**	7	5	8	7	3	9	8	-	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**8**	8	4	8	-	3	6	8	*	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	*1%*	**%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
		d		d		d	d															
Don't Know (DO NOT READ OUT)	**17**	15	8	15	4	3	13	13	*	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1573	308	295	365	310	10	213	150	174	141	8	399	39	241	1390	183
Weighted total	1507	361	300	334	176	11	230	141	158	132	8	443	35	183	1317	190
Urgent delivery - on the same day or a specific time the next day	346	76	63	76	43	**	49	36	44	33	**	101	**	51	302	44
	23%	21%	21%	23%	24%	**	21%	25%	28%	25%	**	23%	**	28%	23%	23%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	898	208	168	210	99	**	137	95	120	78	**	292	**	112	772	126
	60%	57%	56%	63%	56%	**	60%	67%	76% ad	59%	**	66%	**	61%	59%	66% a
Timed delivery (i.e. to arrive by specific time /day)	315	64	64	73	36	**	42	33	46	30	**	98	**	41	269	46
	21%	18%	21%	22%	21%	**	18%	23%	29% a	23%	**	22%	**	23%	20%	24%
Standard delivery	1093	248	233	245	129	**	174	112	93	85	**	292	**	149	969	124
	73%	69%	78% a	73%	73%	**	76% cd	79% cd	59%	64%	**	66%	**	82% ab	74% b	66%
International delivery	296	60	69	68	34	**	38	45	44	37	**	113	**	42	236	60
	20%	17%	23%	20%	19%	**	17%	32% a	28% a	28% a	**	26%	**	23%	18%	32% a
Cross-Border Delivery	19	2	6	4	3	**	3	4	2	1	**	5	**	4	15	3
	1%	*%	2%	1%	2%	**	1%	3%	1%	1%	**	1%	**	2%	1%	2%
Other (PLEASE SPECIFY)	14	4	*	4	-	**	2	-	*	5	**	5	**	2	14	*
	1%	1%	*%	1%	-%	**	1%	-%	*%	3% bc	**	1%	**	1%	1%	*%
None of these (DO NOT READ OUT)	8	4	1	3	-	**	-	-	-	-	**	-	**	-	8	-
	1%	1%	*%	1%	-%	**	-%	-%	-%	-%	**	-%	**	-%	1%	-%
Don't Know (DO NOT READ OUT)	17	7	1	2	5	**	1	*	-	3	**	1	**	1	17	*
	1%	2% b	*%	1%	3% bc	**	1%	*%	-%	2%	**	*%	** ac	*%	1%	*%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1573**	1245	43	473	213	1227	61	464	222	345	1129	188	1
Weighted total	**1507**	1145	38	442	228	1129	54	436	234	275	1006	124	1
Urgent delivery - on the same day or a specific time the next day	**346**	249	**	108	55	244	15	111	53	71	227	41	**
	23%	*22%*	**	*25%*	*24%*	*22%*	*28%*	*25%*	*23%*	*26%*	*23%*	*33%* b	**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**898**	664	**	275	162	651	38	271	165	178	570	84	**
	60%	*58%*	**	*62%*	*71%* a	*58%*	*71%* a	*62%*	*71%* a	*65%* b	*57%*	*68%* b	**
Timed delivery (i.e. to arrive by specific time /day)	**315**	228	**	97	54	225	14	95	56	53	212	36	**
	21%	*20%*	**	*22%*	*24%*	*20%*	*26%*	*22%*	*24%*	*19%*	*21%*	*29%* ab	**
Standard delivery	**1093**	834	**	325	145	823	42	321	149	214	759	92	**
	73%	*73%*	**	*74%* b	*64%*	*73%*	*77%*	*74%* b	*64%*	*78%*	*75%*	*74%*	**
International delivery	**296**	220	**	101	65	216	16	93	73	68	182	71	**
	20%	*19%*	** a	*23%*	*29%*	*19%*	*30%* a	*21%*	*31%* a	*25%* b	*18%*	*57%* ab	**
Cross-Border Delivery	**19**	15	**	5	4	14	1	5	4	6	13	7	**
	1%	*1%*	**	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*2%*	*1%*	*6%* ab	**
Other (PLEASE SPECIFY)	**14**	8	**	4	3	8	1	4	3	3	7	1	**
	1%	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**
None of these (DO NOT READ OUT)	**8**	8	**	-	-	8	-	-	-	3	8	1	**
	1%	*1%*	**	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	**
Don't Know (DO NOT READ OUT)	**17**	15	**	3	1	15	-	3	1	1	15	3	**
	1%	*1%*	**	*1%*	**%*	*1%*	*-%*	*1%*	**%*	**%*	*1%*	*3%* a	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1573	300	750	129	-	468	453	163	4	1172	829	564	1035	867	34
Weighted total	1507	254	610	93	-	488	417	160	*	1047	696	537	949	735	15
Urgent delivery - on the same day or a specific time the next day	346	61	139	29	**	118	122	50	**	229	147	136	205	169	**
	23%	24%	23%	31%	**	24%	29%	31%	**	22%	21%	25%	22%	23%	**
				b											
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	898	182	366	64	**	357	256	120	**	598	425	342	554	426	**
	60%	72%	60%	69%	**	73%	61%	75%	**	57%	61%	64%	58%	58%	**
		b				b		b				a			
Timed delivery (i.e. to arrive by specific time /day)	315	57	122	29	**	119	109	54	**	212	134	122	191	153	**
	21%	23%	20%	32%	**	24%	26%	34%	**	20%	19%	23%	20%	21%	**
				b				a							
Standard delivery	1093	169	456	70	**	340	333	122	**	776	491	391	696	570	**
	73%	67%	75%	75%	**	70%	80%	76%	**	74%	71%	73%	73%	78%	**
			a				a							a	
International delivery	296	77	131	58	**	135	111	92	**	193	154	134	185	140	**
	20%	30%	22%	62%	**	28%	27%	57%	**	18%	22%	25%	19%	19%	**
		b		ab				ab			a	a			ab
Cross-Border Delivery	19	6	10	4	**	7	6	5	**	13	12	8	12	12	**
	1%	2%	2%	5%	**	2%	1%	3%	**	1%	2%	1%	1%	2%	**
				b											ab
Other (PLEASE SPECIFY)	14	3	5	-	**	5	4	2	**	7	5	7	8	3	**
	1%	1%	1%	-%	**	1%	1%	1%	**	1%	1%	1%	1%	*%	**
None of these (DO NOT READ OUT)	8	1	4	*	**	-	-	-	**	8	4	-	8	5	**
	1%	*%	1%	*%	**	-%	-%	-%	**	1%	1%	-%	1%	1%	**
										c					
Don't Know (DO NOT READ OUT)	17	1	7	1	**	1	3	*	**	15	8	4	12	14	**
	1%	*%	1%	1%	**	*%	1%	*%	**	1%	1%	1%	1%	2%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1573	401	291	323	79	80	1016	868	67	10	27	9	1504	1350	1513	1573	1558
Weighted total	1507	367	262	324	90	79	937	753	59	8	25	11	1429	1250	1435	1507	1488
Urgent delivery - on the same day or a specific time the next day	346	109	77	92	31	31	206	174	12	**	**	**	316	302	318	346	346
	23%	30%	30%	28%	35%	39%	22%	23%	20%	**	**	**	22%	24%	22%	23%	23%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	898	237	164	242	67	62	543	447	35	**	**	**	853	767	856	898	895
	60%	65%	63%	75%	75%	78%	58%	59%	60%	**	**	**	60%	61%	60%	60%	60%
				ab	b	ab											
Timed delivery (i.e. to arrive by specific time /day)	315	90	62	91	30	28	196	165	11	**	**	**	288	266	290	315	315
	21%	25%	24%	28%	34%	36%	21%	22%	19%	**	**	**	20%	21%	20%	21%	21%
						ab											
Standard delivery	1093	291	218	224	75	65	701	596	42	**	**	**	1033	897	1040	1093	1076
	73%	79%	83%	69%	84%	82%	75%	79%	71%	**	**	**	72%	72%	72%	73%	72%
		c	c		c	c		a									
International delivery	296	99	70	111	50	45	189	152	13	**	**	**	278	251	280	296	292
	20%	27%	27%	34%	56%	57%	20%	20%	22%	**	**	**	19%	20%	19%	20%	20%
				ab	abc	abc											
Cross-Border Delivery	19	6	3	7	1	1	12	12	1	**	**	**	17	15	17	19	19
	1%	2%	1%	2%	1%	2%	1%	2%	1%	**	**	**	1%	1%	1%	1%	1%
Other (PLEASE SPECIFY)	14	6	3	4	-	2	10	3	-	**	**	**	5	7	7	14	14
	1%	2%	1%	1%	-%	2%	1%	*%	-%	**	**	**	*%	1%	*%	1%	1%
																a	a
None of these (DO NOT READ OUT)	8	-	-	-	-	-	8	3	-	**	**	**	6	6	6	8	8
	1%	-%	-%	-%	-%	-%	1%	*%	-%	**	**	**	*%	1%	*%	1%	1%
Don't Know (DO NOT READ OUT)	17	3	3	1	-	*	14	11	3	**	**	**	16	14	16	17	17
	1%	1%	1%	*%	-%	*%	2%	1%	5%	**	**	**	1%	1%	1%	1%	1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1573	1104	1528	432	20	1266	51	259	1249	320	14	86	291	200	1095	272
Weighted total	1507	1061	1456	376	17	1190	63	264	1172	323	19	93	280	189	1070	245
Urgent delivery - on the same day or a specific time the next day	346	346	337	162	**	270	15	84	245	76	**	24	67	51	231	65
	23%	33%	23%	43%	**	23%	24%	32%	21%	23%	**	26%	24%	27%	22%	26%
		b		ab				b								
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	898	898	867	309	**	700	42	174	680	216	**	74	181	120	618	159
	60%	85%	60%	82%	**	59%	67%	66%	58%	67%	**	80%	65%	64%	58%	65%
		b		b				b				b				b
Timed delivery (i.e. to arrive by specific time /day)	315	315	307	151	**	248	13	61	237	79	**	24	64	46	216	53
	21%	30%	21%	40%	**	21%	21%	23%	20%	24%	**	26%	23%	25%	20%	22%
		b		ab												
Standard delivery	1093	674	1093	308	**	868	47	193	857	221	**	61	196	133	795	164
	73%	63%	75%	82%	**	73%	74%	73%	73%	68%	**	66%	70%	71%	74%	67%
			a	ab											c	
International delivery	296	269	286	296	**	227	17	63	214	100	**	30	87	58	193	46
	20%	25%	20%	79%	**	19%	27%	24%	18%	31%	**	32%	31%	31%	18%	19%
		b		ab				b						bc		
Cross-Border Delivery	19	15	18	19	**	15	-	1	16	5	**	1	5	4	10	5
	1%	1%	1%	5%	**	1%	-%	*%	1%	2%	**	1%	2%	2%	1%	2%
				ab												
Other (PLEASE SPECIFY)	14	14	14	7	**	11	-	3	11	3	**	3	1	2	10	2
	1%	1%	1%	2%	**	1%	-%	1%	1%	1%	**	3%	1%	1%	1%	1%
None of these (DO NOT READ OUT)	8	6	4	1	**	6	-	1	7	-	**	-	-	*	3	5
	1%	1%	*%	*%	**	*%	-%	*%	1%	-%	**	-%	-%	*%	*%	2%
																b
Don't Know (DO NOT READ OUT)	17	*	7	*	**	16	-	1	16	1	**	1	1	1	11	3
	1%	*%	1%	*%	**	1%	-%	*%	1%	*%	**	1%	*%	1%	1%	1%
			a													

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1573**	212	95	1246	887	686
Weighted total	**1507**	245	102	1146	820	687
Urgent delivery - on the same day or a specific time the next day	**346**	56	21	265	196	150
	23%	*23%*	*21%*	*23%*	*24%*	*22%*
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**898**	164	63	667	502	396
	60%	*67%*	*62%*	*58%*	*61%*	*58%*
		c				
Timed delivery (i.e. to arrive by specific time /day)	**315**	45	23	245	178	138
	21%	*18%*	*22%*	*21%*	*22%*	*20%*
Standard delivery	**1093**	147	61	873	563	530
	73%	*60%*	*60%*	*76%*	*69%*	*77%*
				ab		a
International delivery	**296**	49	29	218	161	135
	20%	*20%*	*28%*	*19%*	*20%*	*20%*
			c			
Cross-Border Delivery	**19**	2	*	16	12	7
	1%	*1%*	*%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**14**	4	*	10	3	11
	1%	*2%*	*%*	*1%*	*%*	*2%*
						a
None of these (DO NOT READ OUT)	**8**	-	-	8	5	3
	1%	*-%*	*-%*	*1%*	*1%*	*%*
Don't Know (DO NOT READ OUT)	**17**	*	*	16	11	6
	1%	*%*	*%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c - a,b

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1573**	152	116	127	184	144	89	107	113	159	142	131	109
Weighted total	**1507**	133	132	103	170	154	85	81	118	167	137	130	97
Urgent delivery - on the same day or a specific time the next day	**346**	48	26	32	37	23	10	18	21	45	27	30	30
	23%	*36%*	*20%*	*31%*	*22%*	*15%*	*12%*	*22%*	*18%*	*27%*	*20%*	*23%*	*31%*
		bdefghjk		**befhj**	f					**ef**		f	**efhj**
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**898**	88	68	75	110	83	38	55	83	89	87	72	51
	60%	*66%*	*52%*	*73%*	*65%*	*54%*	*44%*	*67%*	*70%*	*53%*	*63%*	*55%*	*52%*
		befil		**befikl**	**bfil**			**befil**	**befikl**		f		
Timed delivery (i.e. to arrive by specific time /day)	**315**	31	32	33	36	20	11	13	21	35	30	27	27
	21%	*24%*	*24%*	*32%*	*21%*	*13%*	*12%*	*16%*	*17%*	*21%*	*22%*	*21%*	*28%*
		ef	**ef**	**defghik**							e		**efg**
Standard delivery	**1093**	97	103	70	130	116	60	51	81	124	98	90	73
	73%	*74%*	*78%*	*67%*	*76%*	*75%*	*71%*	*63%*	*69%*	*74%*	*72%*	*69%*	*75%*
			g		g	g							
International delivery	**296**	25	32	28	49	27	17	11	25	29	21	14	18
	20%	*19%*	*24%*	*27%*	*29%*	*18%*	*20%*	*14%*	*21%*	*17%*	*15%*	*11%*	*18%*
			gk	**gijk**	**aegijkl**				k				
Cross-Border Delivery	**19**	3	-	2	1	2	1	1	1	2	2	2	*
	1%	*3%*	*-%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	**%*
Other (PLEASE SPECIFY)	**14**	1	1	2	1	-	2	-	2	-	3	1	2
	1%	*1%*	**%*	*2%*	**%*	*-%*	*2%*	*-%*	*2%*	*-%*	*2%*	*1%*	*2%*
											i		
None of these (DO NOT READ OUT)	**8**	-	*	*	1	-	-	4	*	1	-	2	-
	1%	*-%*	**%*	**%*	**%*	*-%*	*-%*	*5%*	**%*	**%*	*-%*	*2%*	*-%*
								abcdefhijl					
Don't Know (DO NOT READ OUT)	**17**	*	1	2	3	*	-	2	-	2	*	6	*
	1%	**%*	**%*	*2%*	*2%*	**%*	*-%*	*3%*	*-%*	*1%*	**%*	*5%*	**%*
												abefhjl	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1573**	395	417	379	382
Weighted total	**1507**	367	409	367	363
Urgent delivery - on the same day or a specific time the next day	**346**	105	71	83	87
	23%	*29%*	*17%*	*23%*	*24%*
		b			b
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	**898**	231	231	227	209
	60%	*63%*	*57%*	*62%*	*58%*
Timed delivery (i.e. to arrive by specific time /day)	**315**	96	67	69	84
	21%	*26%*	*16%*	*19%*	*23%*
		bc			b
Standard delivery	**1093**	270	306	256	262
	73%	*73%*	*75%*	*70%*	*72%*
International delivery	**296**	85	94	65	53
	20%	*23%*	*23%*	*18%*	*15%*
		d	d		
Cross-Border Delivery	**19**	5	4	4	4
	1%	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**14**	3	2	2	7
	1%	*1%*	*1%*	*1%*	*2%*
None of these (DO NOT READ OUT)	**8**	*	1	5	2
	1%	**%*	**%*	*1%*	*1%*
				ab	
Don't Know (DO NOT READ OUT)	**17**	3	3	4	7
	1%	*1%*	*1%*	*1%*	*2%*

Columns Tested: a,b,c,d

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Open everything on the same day it was received	**1682**	1606	49	15	11	**	76	489	375	111	41	53
	84%	*84%*	*94%*	*94%*	*97%*	**	*94%*	*77%*	*84%*	*94%*	*95%*	*89%*
			a	a	a		a		a	**ab**	**ab**	a
Open only the things that look important on the same day	**147**	145	1	*	-	**	2	70	38	1	*	2
	7%	*8%*	*3%*	*1%*	*-%*	**	*2%*	*11%*	*8%*	*1%*	*1%*	*3%*
		bcdf						**cde**	**cde**			
Open only parcels on the same day	**15**	15	-	-	*	**	*	5	7	*	-	-
	1%	*1%*	*-%*	*-%*	*1%*	**	**%*	*1%*	*2%*	**%*	*-%*	*-%*
Put things I've received aside until I have time to open them	**156**	154	2	1	*	**	3	67	27	5	2	5
	8%	*8%*	*3%*	*5%*	*2%*	**	*3%*	*11%*	*6%*	*4%*	*4%*	*8%*
		bdf						**bc**				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Open everything on the same day it was received	**1682**	148	121	283	66	136	252	171	141	122	1441	75	81	85
	84%	*86%*	*80%*	*85%*	*86%*	*79%*	*81%*	*87%*	*90%*	*81%*	*84%*	*82%*	*86%*	*90%*
									befk					**befijk**
Open only the things that look important on the same day	**147**	9	15	29	4	14	26	11	4	16	128	8	6	5
	7%	*5%*	*10%*	*9%*	*5%*	*8%*	*8%*	*6%*	*3%*	*11%*	*7%*	*9%*	*7%*	*5%*
			h	h			h			**hm**		h		
Open only parcels on the same day	**15**	2	2	4	-	-	2	2	-	-	12	1	1	1
	1%	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*
Put things I've received aside until I have time to open them	**156**	13	14	17	7	22	30	12	11	12	139	7	6	4
	8%	*8%*	*9%*	*5%*	*10%*	*13%*	*10%*	*6%*	*7%*	*8%*	*8%*	*8%*	*6%*	*4%*
						clm	**cm**				m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Open everything on the same day it was received	**1682**	180	97	267	**	123	282	143	145	138	1428	82	87	85
	84%	*88%*	*78%*	*85%*	**	*82%*	*82%*	*84%*	*90%*	*79%*	*84%*	*83%*	*87%*	*90%*
									bi				i	**bdefijk**
Open only the things that look important on the same day	**147**	10	13	28	**	8	25	13	2	21	128	8	6	5
	7%	*5%*	*10%*	*9%*	**	*6%*	*7%*	*8%*	*1%*	*12%*	*8%*	*8%*	*6%*	*5%*
			h	h	h		h	h		**ahlm**	h	h	h	
Open only parcels on the same day	**15**	-	4	-	**	-	6	2	-	-	12	1	1	1
	1%	*-%*	*3%*	*-%*	**	*-%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*
			acij				c							
Put things I've received aside until I have time to open them	**156**	15	11	19	**	18	28	12	14	16	139	7	6	4
	8%	*7%*	*9%*	*6%*	**	*12%*	*8%*	*7%*	*9%*	*9%*	*8%*	*8%*	*6%*	*4%*
						clm	m			m	m			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Open everything on the same day it was received	1682	**	192	**	136	480	54	78	662	1355	327	1513	168	1588	93
	84%	**	*90%*	**	*85%*	*83%*	*70%*	*95%*	*83%*	*84%*	*85%*	*83%*	*92%*	*84%*	*83%*
		f	efh	efh	f	f		defh	f				a		
Open only the things that look important on the same day	147	**	11	**	9	53	9	2	58	129	18	139	8	143	4
	7%	**	*5%*	**	*5%*	*9%*	*11%*	*2%*	*7%*	*8%*	*5%*	*8%*	*4%*	*8%*	*4%*
						g	g			b					
Open only parcels on the same day	15	**	2	**	-	3	*	*	9	10	5	15	*	13	3
	1%	**	*1%*	**	*-%*	*1%*	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*2%*
Put things I've received aside until I have time to open them	156	**	8	**	15	43	14	2	70	122	34	150	6	144	12
	8%	**	*4%*	**	*9%*	*7%*	*19%*	*3%*	*9%*	*8%*	*9%*	*8%*	*3%*	*8%*	*11%*
					b		bcdegh		b			b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Open everything on the same day it was received	**1682**	965	280	405	1321	310	44	**	**	**	**	**	1631	50	584	737	360
	84%	*82%*	*86%*	*87%*	*83%*	*90%*	*91%*	**	**	**	**	**	*84%*	*91%*	*77%*	*87%*	*90%*
				a		**ai**										a	a
Open only the things that look important on the same day	**147**	94	22	28	125	19	2	**	**	**	**	**	144	3	69	56	22
	7%	*8%*	*7%*	*6%*	*8%*	*5%*	*5%*	**	**	**	**	**	*7%*	*6%*	*9%*	*7%*	*5%*
															c		
Open only parcels on the same day	**15**	11	*	4	13	2	-	**	**	**	**	**	15	-	11	2	2
	1%	*1%*	*%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*1%*	*-%*	*1%*	*%*	*%*
															b		
Put things I've received aside until I have time to open them	**156**	106	23	26	139	15	2	**	**	**	**	**	154	2	90	49	17
	8%	*9%*	*7%*	*6%*	*9%*	*4%*	*4%*	**	**	**	**	**	*8%*	*4%*	*12%*	*6%*	*4%*
		c			b								b		**bc**		

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Open everything on the same day it was received	**1682**	1188	752	1283	622	443	1014	1164	63	**	**	**	**	**	596	**	**	**	**	**	**	**
	84%	*86%*	*87%*	*85%*	*85%*	*89%*	*86%*	*85%*	*89%*	**	**	**	**	**	*84%*	**	**	**	**	**	**	**
						acdf				a	**ab**											
Open only the things that look important on the same day	**147**	92	60	108	61	20	76	102	5	**	**	**	**	**	59	**	**	**	**	**	**	**
	7%	*7%*	*7%*	*7%*	*8%*	*4%*	*6%*	*7%*	*7%*	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
		e	e	e	e		e															
Open only parcels on the same day	**15**	6	2	8	2	2	3	8	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	**%*	**%*	*1%*	**%*	**%*	**%*	*1%*	*-%*	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Put things I've received aside until I have time to open them	**156**	95	48	102	50	31	87	99	3	**	**	**	**	**	49	**	**	**	**	**	**	**
	8%	*7%*	*6%*	*7%*	*7%*	*6%*	*7%*	*7%*	*4%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 90 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Open everything on the same day it was received	**1682**	373	334	376	187	**	204	132	153	126	**	409	**	172	1490	190
	84%	*78%*	*86%*	*89%*	*93%*	**	*80%*	*83%*	*88%*	*92%*	**	*84%*	**	*86%*	*84%*	*84%*
			a	a	**ab**				a	**ab**						
Open only the things that look important on the same day	**147**	57	21	20	7	**	34	7	15	5	**	40	**	19	127	20
	7%	*12%*	*5%*	*5%*	*4%*	**	*13%*	*5%*	*8%*	*4%*	**	*8%*	**	*9%*	*7%*	*9%*
		bcd					**bd**									
Open only parcels on the same day	**15**	7	1	-	-	**	-	1	-	2	**	2	**	-	14	1
	1%	*1%*	**%*	*-%*	*-%*	**	*-%*	**%*	*-%*	*1%*	**	**%*	**	*-%*	*1%*	*1%*
		bcd														
Put things I've received aside until I have time to open them	**156**	39	33	24	7	**	18	20	7	3	**	38	**	10	141	15
	8%	*8%*	*8%*	*6%*	*3%*	**	*7%*	*12%*	*4%*	*2%*	**	*8%*	**	*5%*	*8%*	*7%*
		d	d					**cd**								

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Open everything on the same day it was received	**1682**	1241	42	415	207	1228	55	409	213	265	1122	129	**
	84%	*86%*	*83%*	*84%*	*85%*	*86%*	*80%*	*84%*	*86%*	*82%*	*87%* a	*89%* a	**
Open only the things that look important on the same day	**147**	102	6	42	19	99	8	43	19	34	75	10	**
	7%	*7%*	*11%*	*9%*	*8%*	*7%*	*12%*	*9%*	*7%*	*11%* b	*6%*	*7%*	**
Open only parcels on the same day	**15**	7	*	2	1	7	*	2	1	1	6	-	**
	1%	*1%*	*%*	*%*	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	-%	**
Put things I've received aside until I have time to open them	**156**	100	3	33	16	97	5	33	16	24	86	6	**
	8%	*7%*	*5%*	*7%*	*7%*	*7%*	*8%*	*7%*	*7%*	*7%*	*7%*	*4%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Open everything on the same day it was received	1682	231	656	93	**	449	397	150	**	1150	726	498	1014	793	**
	84%	*82%*	*89%* a	*84%*	**	*85%*	*87%*	*86%*	**	*86%*	*87%*	*85%*	*86%*	*87%*	**
Open only the things that look important on the same day	147	27	43	9	**	42	33	14	**	89	60	47	81	53	**
	7%	*10%* b	*6%*	*8%*	**	*8%*	*7%*	*8%*	**	*7%*	*7%*	*8%*	*7%*	*6%*	**
Open only parcels on the same day	15	-	2	-	**	1	2	2	**	6	2	2	4	5	**
	1%	*-%*	*%*	*-%*	**	*%*	*%*	*1%*	**	*%*	*%*	*%*	*%*	*1%*	**
Put things I've received aside until I have time to open them	156	24	35	8	**	37	27	8	**	92	48	40	81	62	**
	8%	*9%* b	*5%*	*8%*	**	*7%*	*6%*	*5%*	**	*7%*	*6%*	*7%*	*7%*	*7%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Open everything on the same day it was received	**1682**	349	250	297	79	78	1003	811	63	**	**	**	1558	1258	1565	1289	1634
	84%	*87%*	*86%*	*84%*	*82%*	*91%*	*87%*	*87%*	*83%*	**	**	**	*84%*	*85%*	*84%*	*86%*	*84%*
Open only the things that look important on the same day	**147**	26	20	27	9	5	74	53	11	**	**	**	132	91	132	98	135
	7%	*7%*	*7%*	*8%*	*10%*	*5%*	*6%*	*6%*	*14%*	**	**	**	*7%*	*6%*	*7%*	*7%*	*7%*
Open only parcels on the same day	**15**	2	2	2	2	2	4	5	-	**	**	**	15	13	15	13	15
	1%	**%*	*1%*	*1%*	*2%*	*2%*	**%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Put things I've received aside until I have time to open them	**156**	23	18	26	6	2	73	67	2	**	**	**	143	119	145	107	155
	8%	*6%*	*6%*	*7%*	*7%*	*2%*	*6%*	*7%*	*3%*	**	** a	**	*8%*	*8%*	*8%*	*7%*	*8%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017
Table 90 (continuation)

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Open everything on the same day it was received	1682	935	1573	335	**	1327	59	277	1319	309	**	86	275	188	1215	273
	84%	*84%*	*85%*	*83%*	**	*84%* b	*73%*	*84%*	*84%*	*84%*	**	*88%*	*83%*	*84%*	*84%*	*86%*
Open only the things that look important on the same day	147	76	134	34	**	108	12	31	109	40	**	7	37	21	104	22
	7%	*7%*	*7%*	*8%*	**	*7%*	*15%* a	*9%*	*7%*	*11%*	**	*7%*	*11%*	*9%*	*7%*	*7%*
Open only parcels on the same day	15	12	15	6	**	13	-	2	13	1	**	-	1	2	13	1
	1%	*1%*	*1%*	*1%*	**	*1%*	*-%*	*1%*	*1%*	**%*	**	*-%*	**%*	*1%*	*1%*	**%*
Put things I've received aside until I have time to open them	156	85	140	31	**	131	10	19	133	19	**	5	17	14	120	22
	8%	*8%*	*8%*	*8%*	**	*8%*	*12%*	*6%*	*8%*	*5%*	**	*5%*	*5%*	*6%*	*8%*	*7%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Open everything on the same day it was received	**1682**	239	98	1328	893	789
	84%	*89%*	*72%*	*84%*	*83%*	*85%*
		b		b		
Open only the things that look important on the same day	**147**	18	19	110	87	60
	7%	*7%*	*14%*	*7%*	*8%*	*6%*
			ac			
Open only parcels on the same day	**15**	1	2	12	7	8
	1%	**%*	*2%*	*1%*	*1%*	*1%*
Put things I've received aside until I have time to open them	**156**	11	16	129	88	68
	8%	*4%*	*12%*	*8%*	*8%*	*7%*
			a	a		

Columns Tested: a,b,c - a,b

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Open everything on the same day it was received	**1682**	161	141	121	181	149	94	111	130	194	145	157	97
	84%	*90%*	*84%*	*80%*	*87%*	*84%*	*81%*	*93%*	*90%*	*82%*	*84%*	*79%*	*76%*
		cfikl			**ckl**			**bcefijkl**	**cfikl**				
Open only the things that look important on the same day	**147**	11	4	12	12	11	8	6	13	19	8	28	15
	7%	*6%*	*3%*	*8%*	*6%*	*6%*	*7%*	*5%*	*9%*	*8%*	*4%*	*14%*	*12%*
									b	b		**abdegj**	**bdgj**
Open only parcels on the same day	**15**	-	4	1	-	4	-	*	-	-	5	1	-
	1%	*-%*	*2%*	**%*	*-%*	*2%*	*-%*	**%*	*-%*	*-%*	*3%*	*1%*	*-%*
			adi			**adi**					**adi**		
Put things I've received aside until I have time to open them	**156**	8	19	19	14	12	14	3	1	23	16	12	15
	8%	*4%*	*11%*	*12%*	*7%*	*7%*	*12%*	*2%*	*1%*	*10%*	*9%*	*6%*	*12%*
			agh	**aghk**	h	h	**agh**			**agh**	**gh**	h	**agh**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QNQ3. When you receive post or parcels in the mail, do you normally...
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Open everything on the same day it was received	**1682**	423	424	435	400
	84%	*85%*	*85%*	*87%*	*80%*
			d	d	
Open only the things that look important on the same day	**147**	27	32	38	51
	7%	*5%*	*6%*	*8%*	*10%*
					ab
Open only parcels on the same day	**15**	5	4	*	6
	1%	*1%*	*1%*	*%*	*1%*
		c	c		c
Put things I've received aside until I have time to open them	**156**	46	40	27	44
	8%	*9%*	*8%*	*5%*	*9%*
		c			c

Columns Tested: a,b,c,d

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	*e
Unweighted total	**248**	208	32	5	3	-	40	91	55	12	4	9
Weighted total	**318**	314	3	1	*	-	4	143	72	7	2	7
As soon as possible - likely the following day	**137**	134	**	**	**	**	**	51	28	**	**	**
	43%	*43%*	**	**	**	**	**	*36%*	*39%*	**	**	**
			a				a					
Within a few days of receiving them	**83**	82	**	**	**	**	**	38	23	**	**	**
	26%	*26%*	**	**	**	**	**	*27%*	*32%*	**	**	**
At the end of the week /within the week	**67**	66	**	**	**	**	**	35	15	**	**	**
	21%	*21%*	**	**	**	**	**	*24%*	*21%*	**	**	**
		b										
At least a week later	**32**	32	**	**	**	**	**	19	6	**	**	**
	10%	*10%*	**	**	**	**	**	*13%*	*9%*	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	*m
Unweighted total	248	12	14	31	6	21	34	15	11	16	160	36	31	21
Weighted total	318	24	30	50	11	36	58	25	16	28	279	17	13	9
As soon as possible - likely the following day	137	**	**	**	**	**	**	**	**	**	119	**	**	**
	43%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
Within a few days of receiving them	83	**	**	**	**	**	**	**	**	**	74	**	**	**
	26%	**	**	**	**	**	**	**	**	**	*26%*	**	**	**
At the end of the week /within the week	67	**	**	**	**	**	**	**	**	**	58	**	**	**
	21%	**	**	**	**	**	**	**	**	**	*21%*	**	**	**
At least a week later	32	**	**	**	**	**	**	**	**	**	28	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	l	*m
Unweighted total	**248**	13	13	27	8	16	35	15	10	22	159	36	32	21
Weighted total	**318**	25	27	46	13	27	60	27	16	37	279	17	13	9
As soon as possible - likely the following day	**137**	**	**	**	**	**	**	**	**	**	119	**	**	**
	43%	**	**	**	**	**	**	**	**	**	*43%*	**	**	**
Within a few days of receiving them	**83**	**	**	**	**	**	**	**	**	**	74	**	**	**
	26%	**	**	**	**	**	**	**	**	**	*26%*	**	**	**
At the end of the week /within the week	**67**	**	**	**	**	**	**	**	**	**	58	**	**	**
	21%	**	**	**	**	**	**	**	**	**	*21%*	**	**	**
At least a week later	**32**	**	**	**	**	**	**	**	**	**	28	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	248	2	19	3	19	63	21	4	114	191	57	228	20	232	16
Weighted total	318	4	22	1	23	99	23	4	136	261	57	305	14	300	19
As soon as possible - likely the following day	137	**	**	**	**	54	**	**	47	109	28	130	**	131	**
	43%	**	**	**	**	*55%* h	**	**	*34%*	*42%*	*50%*	*43%*	**	*44%*	**
Within a few days of receiving them	83	**	**	**	**	21	**	**	34	71	12	77	**	77	**
	26%	**	**	**	**	*21%*	**	**	*25%*	*27%*	*21%*	*25%*	**	*26%*	**
At the end of the week /within the week	67	**	**	**	**	14	**	**	40	57	10	66	**	62	**
	21%	**	**	**	**	*15%*	**	**	*29%* e	*22%*	*17%*	*22%*	**	*21%*	**
At least a week later	32	**	**	**	**	9	**	**	16	25	7	32	**	29	**
	10%	**	**	**	**	*9%*	**	**	*11%*	*10%*	*11%*	*10%*	**	*10%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**248**	164	38	44	218	24	4	2	-	-	-	-	242	6	126	92	30
Weighted total	**318**	212	46	58	278	36	4	1	-	-	-	-	313	5	170	107	41
As soon as possible - likely the following day	**137**	75	**	**	110	**	**	**	**	**	**	**	134	**	59	51	**
	43%	*35%*	**	**	*40%*	**	**	**	**	**	**	**	*43%*	**	*34%*	*48%*	**
			a	a												a	a
Within a few days of receiving them	**83**	64	**	**	77	**	**	**	**	**	**	**	83	**	55	22	**
	26%	*30%*	**	**	*28%*	**	**	**	**	**	**	**	*26%*	**	*32%*	*21%*	**
At the end of the week /within the week	**67**	48	**	**	63	**	**	**	**	**	**	**	65	**	42	21	**
	21%	*23%*	**	**	*23%*	**	**	**	**	**	**	**	*21%*	**	*25%*	*19%*	**
At least a week later	**32**	26	**	**	28	**	**	**	**	**	**	**	32	**	15	12	**
	10%	*12%*	**	**	*10%*	**	**	**	**	**	**	**	*10%*	**	*9%*	*12%*	**
		b		b													

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**248**	156	92	172	81	54	135	160	8	2	1	1	-	-	77	2	2	-	-	-	-	-
Weighted total	**318**	193	111	218	113	53	166	209	7	1	*	*	-	-	110	1	2	-	-	-	-	-
As soon as possible - likely the following day	**137**	92	63	103	60	34	87	97	**	**	**	**	**	**	60	**	**	**	**	**	**	**
	43%	*48%*	*57%*	*47%*	*53%*	*64%*	*52%*	*46%*	**	**	**	**	**	**	*54%*	**	**	**	**	**	**	**
						ac																
Within a few days of receiving them	**83**	53	14	56	22	9	29	54	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	26%	*27%*	*12%*	*26%*	*19%*	*18%*	*17%*	*26%*	**	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
		bf		b																		
At the end of the week /within the week	**67**	34	20	42	20	9	37	42	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	21%	*18%*	*18%*	*20%*	*18%*	*18%*	*22%*	*20%*	**	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
At least a week later	**32**	14	14	16	11	*	14	16	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	10%	*7%*	*13%*	*7%*	*10%*	*%*	*8%*	*8%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
		e	e	e	e		e															

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	***d**	***e**	a	***b**	***c**	***d**	***e**	a	***b**	***c**	a	***b**
Unweighted total	**248**	72	45	39	14	2	38	17	15	10	1	53	2	25	219	29
Weighted total	**318**	103	54	44	14	2	52	28	22	11	2	80	4	29	282	36
As soon as possible - likely the following day	**137**	35	**	**	**	**	**	**	**	**	**	39	**	**	120	**
	43%	*34%*	**	**	**	**	**	**	**	**	**	*49%*	**	**	*42%*	**
			ac													
Within a few days of receiving them	**83**	32	**	**	**	**	**	**	**	**	**	15	**	**	79	**
	26%	*31%*	**	**	**	**	**	**	**	**	**	*19%*	**	**	*28%*	**
At the end of the week /within the week	**67**	25	**	**	**	**	**	**	**	**	**	17	**	**	56	**
	21%	*25%*	**	**	**	**	**	**	**	**	**	*21%*	**	**	*20%*	**
		b														
At least a week later	**32**	10	**	**	**	**	**	**	**	**	**	9	**	**	28	**
	10%	*9%*	**	**	**	**	**	**	**	**	**	*11%*	**	**	*10%*	**
		b														

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	*c	*d
Unweighted total	**248**	166	6	54	27	161	11	54	27	49	140	14	-
Weighted total	**318**	209	8	77	36	204	14	78	35	58	167	16	-
As soon as possible - likely the following day	**137**	98	**	38	**	94	**	40	**	**	81	**	**
	43%	*47%*	**	*50%*	**	*46%*	**	*51%*	**	**	*48%*	**	**
Within a few days of receiving them	**83**	56	**	18	**	56	**	16	**	**	51	**	**
	26%	*27%*	**	*24%*	**	*28%*	**	*21%*	**	**	*30%*	**	**
At the end of the week /within the week	**67**	39	**	14	**	39	**	15	**	**	23	**	**
	21%	*18%*	**	*18%*	**	*19%*	**	*19%*	**	**	*14%*	**	**
At least a week later	**32**	16	**	7	**	15	**	7	**	**	12	**	**
	10%	*8%*	**	*9%*	**	*7%*	**	*9%*	**	**	*7%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	**248**	37	73	10	-	58	48	17	-	151	89	64	130	96	2
Weighted total	**318**	51	80	17	-	80	61	25	-	186	110	89	166	120	1
As soon as possible - likely the following day	**137**	**	46	**	**	38	**	**	**	90	62	44	82	51	**
	43%	**	*58%*	**	**	*47%*	**	**	**	*48%*	*56%*	*50%*	*50%*	*42%*	**
Within a few days of receiving them	**83**	**	8	**	**	16	**	**	**	53	14	17	41	39	**
	26%	**	*10%*	**	**	*20%*	**	**	**	*28%* b	*13%*	*20%*	*25%*	*32%*	**
At the end of the week /within the week	**67**	**	15	**	**	20	**	**	**	30	20	20	30	19	**
	21%	**	*19%*	**	**	*25%*	**	**	**	*16%*	*18%*	*23%*	*18%*	*16%*	**
At least a week later	**32**	**	10	**	**	7	**	**	**	14	14	7	13	11	**
	10%	**	*13%*	**	**	*9%*	**	**	**	*8%*	*13%*	*8%*	*8%*	*10%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**248**	40	31	38	11	6	125	101	9	3	6	1	228	180	229	179	240
Weighted total	**318**	51	40	55	18	8	151	126	13	3	9	1	290	223	291	217	305
As soon as possible - likely the following day	**137**	**	**	**	**	**	79	56	**	**	**	**	126	105	126	105	135
	43%	**	**	**	**	**	*52%*	*44%*	**	**	**	**	*43%*	*47%*	*43%*	*48%*	*44%*
Within a few days of receiving them	**83**	**	**	**	**	**	40	39	**	**	**	**	77	55	77	52	77
	26%	**	**	**	**	**	*26%*	*31%*	**	**	**	**	*27%*	*25%*	*26%*	*24%*	*25%*
At the end of the week /within the week	**67**	**	**	**	**	**	21	22	**	**	**	**	61	41	61	40	63
	21%	**	**	**	**	**	*14%*	*17%*	**	**	**	**	*21%*	*18%*	*21%*	*18%*	*21%*
				b													
At least a week later	**32**	**	**	**	**	**	12	9	**	**	**	**	26	22	28	20	29
	10%	**	**	**	**	**	*8%*	*7%*	**	**	**	**	*9%*	*10%*	*9%*	*9%*	*10%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	*a	b	c
Unweighted total	**248**	141	227	57	4	199	12	38	199	46	2	11	39	29	186	33
Weighted total	**318**	173	289	70	2	252	22	52	254	61	4	12	55	37	237	45
As soon as possible - likely the following day	**137**	75	128	34	**	111	**	**	111	**	**	**	**	**	109	**
	43%	*44%*	*44%*	*48%*	**	*44%*	**	**	*44%*	**	**	**	**	**	*46%*	**
Within a few days of receiving them	**83**	44	72	14	**	63	**	**	67	**	**	**	**	**	63	**
	26%	*26%*	*25%*	*20%*	**	*25%*	**	**	*26%*	**	**	**	**	**	*27%*	**
At the end of the week /within the week	**67**	39	61	16	**	56	**	**	57	**	**	**	**	**	49	**
	21%	*22%*	*21%*	*23%*	**	*22%*	**	**	*22%*	**	**	**	**	**	*21%*	**
At least a week later	**32**	14	28	6	**	21	**	**	19	**	**	**	**	**	15	**
	10%	*8%*	*10%*	*9%*	**	*8%*	**	**	*7%*	**	**	**	**	**	*6%*	**
								b								

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b
Unweighted total	**248**	29	23	194	144	104
Weighted total	**318**	30	37	251	182	136
As soon as possible - likely the following day	**137**	**	**	105	71	66
	43%	**	**	*42%*	*39%*	*48%*
Within a few days of receiving them	**83**	**	**	72	58	25
	26%	**	**	*29%*	*32%* b	*18%*
At the end of the week /within the week	**67**	**	**	57	32	34
	21%	**	**	*23%*	*18%*	*25%*
At least a week later	**32**	**	**	18	20	12
	10%	**	**	*7%*	*11%*	*9%*

Columns Tested: a,b,c - a,b

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	k	*l
Unweighted total	**248**	14	21	22	17	23	16	10	12	32	28	33	20
Weighted total	**318**	19	27	31	26	28	22	9	14	42	29	41	30
As soon as possible - likely the following day	**137**	**	**	**	**	**	**	**	**	**	**	**	**
	43%	**	**	**	**	**	**	**	**	**	**	**	**
Within a few days of receiving them	**83**	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
										k			
At the end of the week /within the week	**67**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**
												i	
At least a week later	**32**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
												i	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QNQ4. You say you don't open everything on the day it was received. When would you normally open these items?
Base: All who don't open everything on the same day (QNQ3=2-4)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**248**	57	56	54	81
Weighted total	**318**	77	76	65	100
As soon as possible - likely the following day	**137**	30	31	29	48
	43%	*39%*	*40%*	*45%*	*47%*
Within a few days of receiving them	**83**	23	14	27	19
	26%	*30%*	*18%*	*42%*	*19%*
				bd	
At the end of the week /within the week	**67**	20	20	6	22
	21%	*25%*	*26%*	*9%*	*22%*
		c	c		c
At least a week later	**32**	5	12	3	12
	10%	*6%*	*16%*	*5%*	*12%*

Columns Tested: a,b,c,d

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Always	112	107	3	2	1	**	6	28	20	6	2	4
	6%	*6%*	*5%*	*10%*	*12%*	**	*7%*	*4%*	*4%*	*5%*	*5%*	*7%*
				a	ab							
Very often	150	140	7	2	1	**	10	22	33	13	5	4
	8%	*7%*	*14%*	*13%*	*9%*	**	*13%*	*4%*	*7%*	*11%*	*13%*	*7%*
			a	a			a		a	a	a	a
Sometimes	477	455	13	6	3	**	22	149	92	21	12	19
	24%	*24%*	*25%*	*35%*	*24%*	**	*27%*	*24%*	*21%*	*18%*	*27%*	*32%*
				ab								abc
Not very often	633	609	17	4	4	**	24	233	151	39	10	16
	32%	*32%*	*32%*	*24%*	*31%*	**	*30%*	*37%*	*34%*	*33%*	*23%*	*26%*
								de				
Never	591	576	11	3	1	**	15	197	150	37	14	16
	30%	*30%*	*21%*	*16%*	*10%*	**	*18%*	*31%*	*33%*	*32%*	*32%*	*26%*
		bcdf	d				d					
N/A / Don't know / Can't remember	36	33	1	*	2	**	3	3	2	2	-	*
	2%	*2%*	*2%*	*2%*	*15%*	**	*4%*	*%*	*%*	*2%*	*-%*	*1%*
					abcf		a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Always	**112**	10	16	12	4	10	24	8	6	2	93	7	7	6
	6%	*6%*	*11%*	*4%*	*6%*	*6%*	*8%*	*4%*	*4%*	*2%*	*5%*	*7%*	*7%*	*6%*
			cgij				i					i	i	
Very often	**150**	8	7	33	4	11	19	10	19	8	119	8	11	12
	8%	*4%*	*5%*	*10%*	*6%*	*6%*	*6%*	*5%*	*12%*	*6%*	*7%*	*8%*	*12%*	*13%*
									agj				**abfgj**	**abfgij**
Sometimes	**477**	45	25	74	14	28	68	49	52	58	413	22	19	23
	24%	*26%*	*16%*	*22%*	*18%*	*16%*	*22%*	*25%*	*33%*	*39%*	*24%*	*24%*	*20%*	*24%*
									bcdefjlabcdefgjk					
										lm				
Not very often	**633**	65	48	103	24	57	112	64	32	38	543	26	33	31
	32%	*38%*	*32%*	*31%*	*31%*	*33%*	*36%*	*33%*	*20%*	*25%*	*32%*	*28%*	*35%*	*33%*
		hi		h		h	**hi**	h			h		h	h
Never	**591**	41	52	103	29	66	84	63	44	39	521	27	22	22
	30%	*24%*	*34%*	*31%*	*37%*	*38%*	*27%*	*32%*	*28%*	*26%*	*30%*	*29%*	*23%*	*23%*
			lm		**lm**	**afilm**		m			**lm**			
N/A / Don't know / Can't remember	**36**	4	3	8	2	*	2	2	5	4	31	2	2	1
	2%	*2%*	*2%*	*3%*	*3%*	*%*	*1%*	*1%*	*3%*	*3%*	*2%*	*3%*	*2%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Always	**112**	18	12	12	**	10	22	6	4	4	91	7	9	6
	6%	*9%*	*10%*	*4%*	**	*7%*	*6%*	*4%*	*3%*	*3%*	*5%*	*7%*	*9%*	*6%*
		chi	**chi**										**chij**	
Very often	**150**	9	7	29	**	9	21	10	19	11	117	8	14	12
	8%	*5%*	*6%*	*9%*	**	*6%*	*6%*	*6%*	*12%*	*6%*	*7%*	*8%*	*14%*	*13%*
									aj				**adefgijk**	**adefgij**
Sometimes	**477**	46	25	72	**	26	75	45	49	65	413	22	19	23
	24%	*23%*	*21%*	*23%*	**	*18%*	*22%*	*27%*	*30%*	*37%*	*24%*	*22%*	*19%*	*24%*
								d	**delabcdefjkl**					
										m				
Not very often	**633**	79	34	98	**	53	120	51	42	43	541	29	33	30
	32%	*39%*	*28%*	*31%*	**	*35%*	*35%*	*30%*	*26%*	*24%*	*32%*	*29%*	*33%*	*32%*
		hi					i							
Never	**591**	50	40	95	**	52	99	55	44	48	514	31	24	22
	30%	*25%*	*32%*	*30%*	**	*35%*	*29%*	*33%*	*27%*	*27%*	*30%*	*31%*	*24%*	*23%*
					acfhijklm	**lm**					**lm**	m		
N/A / Don't know / Can't remember	**36**	2	5	8	**	*	4	2	3	4	31	2	2	1
	2%	*1%*	*4%*	*3%*	**	**%*	*1%*	*1%*	*2%*	*3%*	*2%*	*2%*	*2%*	*1%*
			e											

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Always	112	**	3	**	9	43	7	5	36	94	18	106	7	103	9
	6%	**	1%	**	6%	7%	9%	6%	5%	6%	5%	6%	4%	5%	8%
		b		b	b	bh	b	b	b						
Very often	150	**	5	**	14	41	3	19	65	123	27	133	17	147	3
	8%	**	2%	**	9%	7%	4%	22%	8%	8%	7%	7%	9%	8%	3%
					b	b		abcdefh	b						
Sometimes	477	**	70	**	30	135	17	23	175	367	110	419	58	446	31
	24%	**	33%	**	19%	23%	22%	28%	22%	23%	29%	23%	32%	24%	28%
			deh	adefgh							a		a		
Not very often	633	**	65	**	50	176	36	15	256	512	121	576	57	605	28
	32%	**	30%	**	31%	30%	46%	19%	32%	32%	32%	32%	32%	32%	25%
		bdegh	g	g	g	g	bdegh		g						
Never	591	**	68	**	53	174	15	15	252	487	104	552	39	560	31
	30%	**	32%	**	33%	30%	19%	18%	32%	30%	27%	30%	21%	30%	28%
			acfg		acfg	acfg			acfg			b			
N/A / Don't know / Can't remember	36	**	3	**	4	9	*	5	14	33	3	33	3	27	9
	2%	**	1%	**	2%	2%	*%	6%	2%	2%	1%	2%	2%	1%	8%
								befh							a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Always	112	51	32	27	95	17	1	**	**	**	**	**	111	1	30	64	18
	6%	4%	10%	6%	6%	5%	2%	**	**	**	**	**	6%	2%	4%	8%	4%
			ac													ac	
Very often	150	62	43	45	102	43	3	**	**	**	**	**	145	5	24	78	48
	8%	5%	13%	10%	6%	12%	6%	**	**	**	**	**	7%	9%	3%	9%	12%
			a	a		ai										a	a
Sometimes	477	240	87	145	361	103	13	**	**	**	**	**	463	14	151	210	116
	24%	20%	27%	31%	23%	30%	26%	**	**	**	**	**	24%	25%	20%	25%	29%
			a	a		ai										a	a
Not very often	633	403	99	122	525	91	17	**	**	**	**	**	616	17	252	273	108
	32%	34%	31%	26%	33%	26%	36%	**	**	**	**	**	32%	31%	33%	32%	27%
		c			b								b		c	c	
Never	591	406	60	114	488	87	14	**	**	**	**	**	576	16	280	208	103
	30%	35%	18%	25%	31%	25%	28%	**	**	**	**	**	30%	28%	37%	25%	26%
		bc		b	b										bc		
N/A / Don't know / Can't remember	36	14	5	10	28	5	1	**	**	**	**	**	33	3	18	10	8
	2%	1%	1%	2%	2%	2%	2%	**	**	**	**	**	2%	5%	2%	1%	2%
														abi			

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Always	**112**	83	56	90	34	33	70	78	7	**	**	**	**	**	33	**	**	**	**	**	**	**
	6%	*6%*	*6%*	*6%*	*5%*	*7%*	*6%*	*6%*	*10%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Very often	**150**	124	92	129	69	49	101	109	15	**	**	**	**	**	66	**	**	**	**	**	**	**
	8%	*9%*	*11%*	*9%*	*9%*	*10%*	*9%*	*8%*	*21%*	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
									ac													
Sometimes	**477**	362	220	392	184	125	318	365	13	**	**	**	**	**	182	**	**	**	**	**	**	**
	24%	*26%*	*25%*	*26%*	*25%*	*25%*	*27%*	*27%*	*18%*	**	**	**	**	**	*26%*	**	**	**	**	**	**	**
Not very often	**633**	452	270	484	220	187	374	446	17	**	**	**	**	**	208	**	**	**	**	**	**	**
	32%	*33%*	*31%*	*32%*	*30%*	*38%*	*32%*	*33%*	*24%*	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
						abcdf					b											
Never	**591**	343	208	386	220	94	299	360	17	**	**	**	**	**	211	**	**	**	**	**	**	**
	30%	*25%*	*24%*	*26%*	*30%*	*19%*	*25%*	*26%*	*24%*	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
		e	e	e	**abcef**		e	d	d	d												
N/A / Don't know / Can't remember	**36**	17	16	19	8	9	17	14	2	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
											ac											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

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Table 92 (continuation)

QNQ5. When you receive items of post how often do you reply via post on the same day?

Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Always	**112**	19	28	23	19	**	11	11	4	8	**	23	**	9	108	4
	6%	*4%*	*7%*	*5%*	*9%*	**	*4%*	*7%*	*2%*	*6%*	**	*5%*	**	*4%*	*6%*	*2%*
			a		**ac**			c							b	
Very often	**150**	17	26	51	34	**	19	18	11	21	**	43	**	20	137	14
	8%	*4%*	*7%*	*12%*	*17%*	**	*8%*	*11%*	*6%*	*15%*	**	*9%*	**	*10%*	*8%*	*6%*
				ab	**ab**					**ac**						
Sometimes	**477**	95	111	112	68	**	50	47	49	36	**	122	**	50	430	47
	24%	*20%*	*29%*	*27%*	*34%*	**	*20%*	*30%*	*28%*	*26%*	**	*25%*	**	*25%*	*24%*	*21%*
			a	a	**ac**			a	a							
Not very often	**633**	162	136	137	47	**	71	48	55	40	**	145	**	55	565	68
	32%	*34%*	*35%*	*33%*	*23%*	**	*28%*	*30%*	*31%*	*29%*	**	*30%*	**	*27%*	*32%*	*30%*
		d	d	d									**ac**			
Never	**591**	176	87	93	26	**	99	36	55	29	**	151	**	66	501	90
	30%	*37%*	*22%*	*22%*	*13%*	**	*39%*	*23%*	*32%*	*22%*	**	*31%*	**	*33%*	*28%*	*40%*
		bcd	d	d			**bd**		d			b		b		a
N/A / Don't know / Can't remember	**36**	6	*	5	8	**	5	*	1	2	**	5	**	3	32	3
	2%	*1%*	*%*	*1%*	*4%*	**	*2%*	*%*	*%*	*2%*	**	*1%*	**	*1%*	*2%*	*1%*
		b		b	**abc**											

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Always	**112**	89	1	28	6	87	3	28	6	23	78	10	**
	6%	*6%*	*2%*	*6%*	*2%*	*6%*	*4%*	*6%* b	*2%*	*7%*	*6%*	*7%*	**
Very often	**150**	123	6	51	17	122	6	49	20	24	117	13	**
	8%	*8%*	*12%*	*10%*	*7%*	*9%*	*9%*	*10%*	*8%*	*7%*	*9%*	*9%*	**
Sometimes	**477**	383	9	135	49	377	15	131	53	84	345	35	**
	24%	*26%*	*19%*	*27%* b	*20%*	*26%*	*23%*	*27%*	*21%*	*26%*	*27%*	*24%*	**
Not very often	**633**	471	13	147	73	463	21	143	77	109	418	50	**
	32%	*32%*	*27%*	*30%*	*30%*	*32%*	*31%*	*29%*	*31%*	*34%*	*32%*	*35%*	**
Never	**591**	365	21	126	94	363	23	130	90	79	313	35	**
	30%	*25%*	*41%* a	*26%*	*39%* a	*25%*	*33%*	*27%*	*36%* a	*25%*	*24%*	*24%*	**
N/A / Don't know / Can't remember	**36**	19	-	6	3	19	*	6	3	4	17	1	**
	2%	*1%*	*-%*	*1%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	*1%*	*1%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Always	112	26	43	13	**	25	17	12	**	82	55	34	64	61	**
	6%	9%	6%	11%	**	5%	4%	7%	**	6%	7%	6%	5%	7%	**
		b		b											a
Very often	150	22	85	4	**	43	48	14	**	119	87	56	114	79	**
	8%	8%	12%	3%	**	8%	10%	8%	**	9%	10%	10%	10%	9%	**
			c												b
Sometimes	477	74	191	27	**	135	119	31	**	353	214	160	320	240	**
	24%	26%	26%	25%	**	25%	26%	18%	**	26%	26%	27%	27%	26%	**
						c	c								
Not very often	633	97	229	32	**	153	143	69	**	441	264	175	374	302	**
	32%	34%	31%	29%	**	29%	31%	40%	**	33%	32%	30%	32%	33%	**
								ab					c	c	
Never	591	61	172	34	**	168	125	48	**	324	199	156	293	218	**
	30%	21%	23%	31%	**	32%	27%	28%	**	24%	24%	27%	25%	24%	**
				ab											
N/A / Don't know / Can't remember	36	4	16	*	**	5	6	*	**	17	16	6	14	13	**
	2%	1%	2%	*%	**	1%	1%	*%	**	1%	2%	1%	1%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Always	**112**	20	12	24	9	4	54	63	1	**	**	**	103	87	103	77	105
	6%	*5%*	*4%*	*7%*	*9%*	*5%*	*5%*	*7%* a	*1%*	**	**	**	*6%*	*6%*	*6%*	*5%*	*5%*
Very often	**150**	39	23	31	4	4	106	72	7	**	**	**	144	121	144	122	150
	8%	*10%*	*8%*	*9%*	*4%*	*5%*	*9%*	*8%*	*9%*	**	**	**	*8%*	*8%*	*8%*	*8%*	*8%*
Sometimes	**477**	103	80	90	18	17	325	247	21	**	**	**	454	374	457	376	468
	24%	*26%*	*27%*	*25%*	*18%*	*19%*	*28%*	*26%*	*27%*	**	**	**	*25%*	*25%*	*25%*	*25%*	*24%*
Not very often	**633**	135	96	102	36	38	362	321	27	**	**	**	602	484	605	484	614
	32%	*34%*	*33%*	*29%*	*37%*	*44%* c	*31%*	*34%*	*36%*	**	**	**	*33%*	*33%*	*33%*	*32%*	*32%*
Never	**591**	97	75	103	30	23	291	222	17	**	**	**	513	393	517	426	569
	30%	*24%*	*26%*	*29%*	*30%*	*26%*	*25%*	*24%*	*23%*	**	**	**	*28%*	*27%*	*28%*	*28%*	*29%*
N/A / Don't know / Can't remember	**36**	6	5	3	*	*	16	12	3	**	**	**	31	23	31	21	31
	2%	*2%*	*2%*	*1%*	*%*	*1%*	*1%*	*1%*	*4%*	**	**	**	*2%*	*2%*	*2%*	*1%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Always	112	57	102	21	**	95	1	12	99	13	**	7	9	9	96	7
	6%	5%	5%	5%	**	6%	1%	4%	6%	4%	**	7% b	3%	4%	7% c	2%
Very often	150	84	140	37	**	123	1	23	123	20	**	5	20	21	111	18
	8%	8%	8%	9%	**	8% b	1%	7%	8%	5%	**	5%	6%	9%	8%	6%
Sometimes	477	269	457	87	**	382	24	76	379	91	**	15	84	62	336	79
	24%	24%	25%	22%	**	24%	29%	23%	24%	25%	**	15%	25% a	28%	23%	25%
Not very often	633	361	598	150	**	504	14	108	497	114	**	33	98	61	461	107
	32%	33%	32%	37% b	**	32% b	18%	33%	32%	31%	**	34%	30%	27%	32%	34%
Never	591	324	532	103	**	451	39	107	448	124	**	38	109	69	420	102
	30%	29%	29%	25%	**	29%	48% a	33%	28%	34%	**	38%	33%	31%	29%	32%
N/A / Don't know / Can't remember	36	11	34	7	**	25	2	3	28	7	**	*	9	2	28	6
	2%	1%	2%	2%	**	2%	3%	1%	2%	2%	**	*%	3%	1%	2%	2%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Always	**112**	6	4	99	48	64
	6%	*2%*	*3%*	*6%*	*4%*	*7%*
				a		a
Very often	**150**	19	7	124	86	65
	8%	*7%*	*5%*	*8%*	*8%*	*7%*
Sometimes	**477**	67	29	376	285	192
	24%	*25%*	*21%*	*24%*	*27%*	*21%*
					b	
Not very often	**633**	82	37	508	325	308
	32%	*30%*	*27%*	*32%*	*30%*	*33%*
Never	**591**	93	56	443	315	276
	30%	*34%*	*41%*	*28%*	*29%*	*30%*
		c	c			
N/A / Don't know / Can't remember	**36**	3	2	29	16	20
	2%	*1%*	*1%*	*2%*	*2%*	*2%*

Columns Tested: a,b,c - a,b

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Always	**112**	18	1	8	13	12	6	8	6	14	9	9	10
	6%	*10%*	**%*	*5%*	*6%*	*7%*	*5%*	*7%*	*4%*	*6%*	*5%*	*4%*	*7%*
		bk		b	b	b	b	b	b	b	b	b	b
Very often	**150**	12	8	9	13	15	10	12	12	11	11	22	17
	8%	*7%*	*5%*	*6%*	*6%*	*8%*	*8%*	*10%*	*9%*	*5%*	*6%*	*11%*	*13%*
												bi	**bcdij**
Sometimes	**477**	44	40	39	44	42	21	29	35	49	50	55	29
	24%	*25%*	*24%*	*25%*	*21%*	*24%*	*18%*	*24%*	*24%*	*21%*	*29%*	*28%*	*22%*
											f		
Not very often	**633**	49	54	60	68	62	41	37	40	78	55	56	32
	32%	*28%*	*32%*	*40%*	*33%*	*35%*	*36%*	*31%*	*27%*	*33%*	*32%*	*28%*	*25%*
				ahkl									
Never	**591**	50	59	35	68	46	36	30	46	82	48	52	40
	30%	*28%*	*35%*	*23%*	*33%*	*26%*	*31%*	*26%*	*32%*	*34%*	*27%*	*26%*	*32%*
			c		c					c			
N/A / Don't know / Can't remember	**36**	6	7	2	2	1	2	2	5	2	1	5	*
	2%	*3%*	*4%*	*2%*	*1%*	**%*	*2%*	*2%*	*4%*	*1%*	*1%*	*2%*	**%*
		e	**deijl**						e				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QNQ5. When you receive items of post how often do you reply via post on the same day?
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Always	**112**	26	31	28	27
	6%	*5%*	*6%*	*6%*	*5%*
Very often	**150**	28	37	36	49
	8%	*6%*	*7%*	*7%*	*10%*
					a
Sometimes	**477**	123	107	113	134
	24%	*25%*	*21%*	*23%*	*27%*
					b
Not very often	**633**	164	171	155	143
	32%	*33%*	*34%*	*31%*	*29%*
Never	**591**	143	149	158	140
	30%	*29%*	*30%*	*32%*	*28%*
N/A / Don't know / Can't remember	**36**	16	4	10	6
	2%	*3%*	*1%*	*2%*	*1%*
		b			

Columns Tested: a,b,c,d

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1914**	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	**1903**	1825	50	16	12	-	77	607	427	109	41	55
6am - 8.59am	**32**	30	1	1	1	**	2	7	8	*	-	1
	2%	*2%*	*2%*	*6%*	*7%*	**	*3%*	*1%*	*2%*	**%*	*-%*	*1%*
				ab	**ab**		a					
9am - 11.59am	**1077**	1027	32	10	8	**	50	319	252	70	23	46
	57%	*56%*	*65%*	*62%*	*71%*	**	*65%*	*53%*	*59%*	*65%*	*57%*	*84%*
			a		a		a			a		**abcd**
12pm - 2.59pm	**512**	494	12	3	2	**	18	179	126	23	11	6
	27%	*27%*	*24%*	*22%*	*19%*	**	*23%*	*30%*	*29%*	*21%*	*27%*	*11%*
								e	e	e	e	
3pm - 5.59pm	**25**	25	*	*	-	**	*	5	7	-	*	*
	1%	*1%*	**%*	*1%*	*-%*	**	**%*	*1%*	*2%*	*-%*	*1%*	**%*
6pm - 5.59am	**8**	7	*	*	-	**	*	4	2	*	*	1
	****%***	**%*	*1%*	*1%*	*-%*	**	**%*	*1%*	*1%*	**%*	**%*	*1%*
Don't know	**248**	242	4	1	*	**	6	91	32	16	6	1
	13%	*13%*	*8%*	*9%*	*4%*	**	*8%*	*15%*	*8%*	*14%*	*16%*	*2%*
		bdf						**be**	e	**be**	**be**	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
6am - 8.59am	**32**	10	2	2	-	-	2	2	8	-	26	1	3	2
	2%	*6%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*6%*	*-%*	*2%*	*1%*	*3%*	*2%*
		cefgijk							**cefgijk**				**ce**	
9am - 11.59am	**1077**	87	88	149	50	82	170	130	72	87	916	57	52	52
	57%	*52%*	*62%*	*45%*	*67%*	*53%*	*58%*	*69%*	*51%*	*62%*	*56%*	*64%*	*58%*	*57%*
			c		c		c	**acefhjlm**		c	c	**achj**	c	c
12pm - 2.59pm	**512**	42	31	86	12	55	90	32	48	41	436	20	27	29
	27%	*25%*	*22%*	*26%*	*16%*	*35%*	*31%*	*17%*	*34%*	*29%*	*27%*	*22%*	*30%*	*32%*
				g		**bdgjk**	**dgk**		**dgk**	g	g		**dg**	**dgk**
3pm - 5.59pm	**25**	3	3	8	2	4	2	-	3	-	24	1	-	-
	1%	*2%*	*2%*	*2%*	*3%*	*2%*	*1%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*
		lm	**lm**	**lm**	**lm**	**lm**			**lm**					
6pm - 5.59am	**8**	-	-	6	-	*	-	*	-	-	6	1	*	-
	%	*-%*	*-%*	*2%*	*-%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*1%*	*%*	*-%*
				fjm										
Don't know	**248**	26	19	77	11	14	28	25	11	13	224	9	7	8
	13%	*15%*	*14%*	*23%*	*15%*	*9%*	*10%*	*13%*	*8%*	*9%*	*14%*	*10%*	*8%*	*9%*
		lm		**efghijk**							**lm**			
				lm										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
6am - 8.59am	**32**	10	2	2	**	-	2	2	8	-	26	1	3	2
	2%	*5%*	*2%*	*1%*	**	*-%*	*1%*	*1%*	*5%*	*-%*	*2%*	*1%*	*3%*	*2%*
		cefijk							**cefijk**				i	
9am - 11.59am	**1077**	118	70	130	**	75	188	111	79	101	912	61	52	52
	57%	*60%*	*60%*	*43%*	**	*57%*	*57%*	*68%*	*53%*	*61%*	*56%*	*64%*	*55%*	*57%*
		c	c		c	c	c	**cfhjlm**		c	c	**chjl**	c	c
12pm - 2.59pm	**512**	43	20	94	**	44	93	28	46	47	429	22	32	29
	27%	*22%*	*18%*	*31%*	**	*33%*	*28%*	*17%*	*31%*	*28%*	*27%*	*23%*	*33%*	*32%*
				bg		**abg**	g		**bg**	g	g		**abgjk**	**abgk**
3pm - 5.59pm	**25**	3	6	8	**	4	2	-	-	*	24	1	-	-
	1%	*1%*	*5%*	*3%*	**	*3%*	*1%*	*-%*	*-%*	**%*	*1%*	*1%*	*-%*	*-%*
			fghijklm	**lm**	**lm**	**lm**								
6pm - 5.59am	**8**	-	-	6	**	*	-	*	-	-	6	1	*	-
	****%***	*-%*	*-%*	*2%*	**	**%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	**%*	*-%*
				fjlm										
Don't know	**248**	23	18	65	**	10	42	22	17	17	222	9	9	8
	13%	*12%*	*15%*	*21%*	**	*7%*	*13%*	*13%*	*11%*	*10%*	*14%*	*9%*	*9%*	*9%*
				aefhijk							m			
				lm										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**1914**	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	**1903**	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
6am - 8.59am	**32**	**	8	**	2	6	4	1	10	22	10	29	3	31	1
	2%	**	*4%*	**	*2%*	*1%*	*5%*	*1%*	*1%*	*1%*	*3%*	*2%*	*2%*	*2%*	*1%*
			eh				**eh**								
9am - 11.59am	**1077**	**	88	**	87	338	38	45	438	846	231	978	99	1031	47
	57%	**	*48%*	**	*57%*	*62%*	*49%*	*55%*	*56%*	*55%*	*62%*	*57%*	*57%*	*57%*	*44%*
						bcfh			b		a			b	
12pm - 2.59pm	**512**	**	65	**	41	126	13	25	215	416	96	470	42	478	34
	27%	**	*36%*	**	*27%*	*23%*	*17%*	*30%*	*28%*	*27%*	*26%*	*27%*	*24%*	*27%*	*33%*
			efh					f	f						
3pm - 5.59pm	**25**	**	4	**	2	4	2	-	10	24	1	25	*	23	2
	1%	**	*2%*	**	*1%*	*1%*	*2%*	*-%*	*1%*	*2%*	**%*	*1%*	**%*	*1%*	*2%*
				abdegh						b					
6pm - 5.59am	**8**	**	3	**	1	-	-	-	2	6	1	5	2	8	-
	****%***	**	*2%*	**	**%*	*-%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*1%*	**%*	*-%*
		defgh	**eh**										a		
Don't know	**248**	**	15	**	20	69	21	11	101	213	35	223	25	227	21
	13%	**	*8%*	**	*13%*	*13%*	*27%*	*14%*	*13%*	*14%*	*9%*	*13%*	*15%*	*13%*	*20%*
							abdegh			b					a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1914**	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	**1903**	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
6am - 8.59am	**32**	13	5	14	21	10	1	**	**	**	**	**	32	1	7	14	11
	2%	*1%*	*2%*	*3%*	*1%*	*3%*	*1%*	**	**	**	**	**	*2%*	*1%*	*1%*	*2%*	*3%*
				a		**ai**											a
9am - 11.59am	**1077**	639	178	243	862	177	34	**	**	**	**	**	1038	39	388	474	216
	57%	*57%*	*56%*	*56%*	*56%*	*56%*	*74%*	**	**	**	**	**	*56%*	*74%*	*53%*	*59%*	*58%*
							abi							**abi**		a	
12pm - 2.59pm	**512**	304	92	111	413	95	5	**	**	**	**	**	507	5	211	201	100
	27%	*27%*	*29%*	*26%*	*27%*	*30%*	*11%*	**	**	**	**	**	*27%*	*10%*	*29%*	*25%*	*27%*
					cj	**cj**							**cj**				
3pm - 5.59pm	**25**	11	2	12	16	9	*	**	**	**	**	**	25	*	9	7	9
	1%	*1%*	*1%*	*3%*	*1%*	*3%*	*%*	**	**	**	**	**	*1%*	*%*	*1%*	*1%*	*2%*
				ab		**ai**											b
6pm - 5.59am	**8**	3	4	1	5	3	-	**	**	**	**	**	8	-	2	3	3
	%	*%*	*1%*	*%*	*%*	*1%*	*-%*	**	**	**	**	**	*%*	*-%*	*%*	*%*	*1%*
			a														
Don't know	**248**	153	37	50	216	24	6	**	**	**	**	**	240	8	117	100	32
	13%	*14%*	*12%*	*12%*	*14%*	*8%*	*13%*	**	**	**	**	**	*13%*	*15%*	*16%*	*12%*	*9%*
					b								b	b	c	c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
6am - 8.59am	**32**	19	11	19	15	10	23	17	*	**	**	**	**	**	13	**	**	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	**%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
											b											
9am - 11.59am	**1077**	770	499	840	407	274	670	755	49	**	**	**	**	**	395	**	**	**	**	**	**	**
	57%	*58%*	*59%*	*58%*	*60%*	*57%*	*59%*	*57%*	*72%*	**	**	**	**	**	*61%*	**	**	**	**	**	**	**
									ad													
12pm - 2.59pm	**512**	380	227	407	166	117	294	382	15	**	**	**	**	**	161	**	**	**	**	**	**	**
	27%	*28%*	*27%*	*28%*	*25%*	*25%*	*26%*	*29%*	*22%*	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
								d														
3pm - 5.59pm	**25**	11	13	14	12	6	18	14	*	**	**	**	**	**	12	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*2%*	*1%*	*2%*	*1%*	**%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
					a																	
6pm - 5.59am	**8**	8	6	8	5	2	4	7	-	**	**	**	**	**	5	**	**	**	**	**	**	**
	****%***	*1%*	*1%*	*1%*	*1%*	**%*	**%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Don't know	**248**	148	83	167	72	69	124	153	4	**	**	**	**	**	66	**	**	**	**	**	**	**
	13%	*11%*	*10%*	*11%*	*11%*	*15%*	*11%*	*12%*	*6%*	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
						abdf					**abc**											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
6am - 8.59am	**32**	7	3	8	2	**	3	1	5	6	**	9	**	3	32	*
	2%	*1%*	*1%*	*2%*	*1%*	**	*1%*	*%*	*3%*	*5%*	**	*2%*	**	*2%*	*2%*	*%*
										ab						
9am - 11.59am	**1077**	241	221	245	126	**	142	83	88	92	**	271	**	118	991	86
	57%	*53%*	*58%*	*60%*	*65%*	**	*59%*	*57%*	*54%*	*75%*	**	*61%*	**	*59%*	*56%*	*65%*
				a	a					**abc**						a
12pm - 2.59pm	**512**	146	105	105	45	**	62	40	44	19	**	114	**	48	481	31
	27%	*32%*	*28%*	*26%*	*23%*	**	*26%*	*27%*	*27%*	*15%*	**	*26%*	**	*24%*	*27%*	*23%*
		cd					d	d	d							
3pm - 5.59pm	**25**	5	5	4	*	**	5	*	7	-	**	8	**	4	25	-
	1%	*1%*	*1%*	*1%*	*%*	**	*2%*	*%*	*4%*	*-%*	**	*2%*	**	*2%*	*1%*	*-%*
									bd							
6pm - 5.59am	**8**	2	1	5	-	**	2	3	-	-	**	1	**	4	8	-
	%	*%*	*%*	*1%*	*-%*	**	*1%*	*2%*	*-%*	*-%*	**	*%*	**	*2%*	*%*	*-%*
				d										a		
Don't know	**248**	56	45	43	21	**	29	18	18	6	**	41	**	22	232	16
	13%	*12%*	*12%*	*10%*	*11%*	**	*12%*	*13%*	*11%*	*5%*	**	*9%*	**	*11%*	*13%*	*12%*
							d	d	d							

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
6am - 8.59am	**32**	19	**	12	3	19	**	12	3	1	19	5	**
	2%	*1%*	**	*2%*	*1%*	*1%*	**	*3%*	*1%*	**%*	*1%*	*3%* a	**
9am - 11.59am	**1077**	838	**	292	115	826	**	284	123	188	715	70	**
	57%	*58%*	**	*60%*	*62%*	*58%*	**	*59%*	*64%*	*61%* c	*57%*	*51%*	**
12pm - 2.59pm	**512**	406	**	117	49	399	**	119	47	89	354	39	**
	27%	*28%*	**	*24%*	*26%*	*28%*	**	*25%*	*25%*	*29%*	*28%*	*29%*	**
3pm - 5.59pm	**25**	14	**	12	-	14	**	12	-	3	11	3	**
	1%	*1%*	**	*2%* b	*-%*	*1%*	**	*2%* b	*-%*	*1%*	*1%*	*2%*	**
6pm - 5.59am	**8**	8	**	4	1	8	**	4	1	2	6	3	**
	****%***	*1%*	**	*1%*	**%*	*1%*	**	*1%*	**%*	*1%*	**%*	*2%* b	**
Don't know	**248**	164	**	53	19	164	**	53	19	25	146	17	**
	13%	*11%*	**	*11%*	*10%*	*12%*	**	*11%*	*10%*	*8%*	*12%* a	*13%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1914	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	1903	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
6am - 8.59am	32	4	8	*	**	10	13	7	**	19	11	13	15	12	**
	2%	2%	1%	*%	**	2%	3%	4%	**	1%	1%	2%	1%	1%	**
9am - 11.59am	1077	158	419	65	**	287	251	97	**	770	498	353	707	501	**
	57%	58%	59%	63%	**	59%	59%	59%	**	58%	60%	60%	60% b	55%	**
12pm - 2.59pm	512	83	199	25	**	118	105	28	**	380	224	141	309	264	**
	27%	30%	28%	24%	**	24%	25%	17%	**	28% c	27%	24%	26%	29%	**
3pm - 5.59pm	25	6	10	3	**	10	5	3	**	11	13	12	13	7	**
	1%	2%	1%	3%	**	2%	1%	2%	**	1%	2%	2% a	1%	1%	**
6pm - 5.59am	8	2	2	2	**	5	3	3	**	8	6	5	7	3	**
	*%	1%	*%	2% b	**	1%	1%	2%	**	1%	1%	1%	1%	*%	**
Don't know	248	21	77	9	**	55	50	26	**	148	83	64	128	126	**
	13%	8%	11%	8%	**	11%	12%	16%	**	11%	10%	11%	11%	14% ac	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	1914	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	1903	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
6am - 8.59am	**32**	6	3	5	5	2	20	14	1	**	**	**	32	22	32	28	32
	2%	*2%*	*1%*	*1%*	*5%*	*2%*	*2%*	*1%*	*1%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
					bc												
9am - 11.59am	**1077**	228	167	205	54	57	676	518	45	**	**	**	1000	812	1004	833	1043
	57%	*60%*	*61%*	*63%*	*59%*	*69%*	*59%*	*55%*	*59%*	**	**	**	*57%*	*57%*	*57%*	*58%*	*57%*
12pm - 2.59pm	**512**	94	68	75	16	12	304	257	19	**	**	**	476	391	476	378	490
	27%	*25%*	*25%*	*23%*	*17%*	*15%*	*26%*	*27%*	*26%*	**	**	**	*27%*	*28%*	*27%*	*26%*	*27%*
		e															
3pm - 5.59pm	**25**	8	3	10	3	-	10	10	-	**	**	**	21	16	21	11	25
	1%	*2%*	*1%*	*3%*	*3%*	*-%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
6pm - 5.59am	**8**	2	1	3	2	2	5	3	2	**	**	**	8	5	8	5	8
	%	*1%*	*%*	*1%*	*2%*	*3%*	*%*	*%*	*2%*	**	**	**	*%*	*%*	*%*	*%*	*%*
					b	b											
Don't know	**248**	39	34	30	12	9	138	136	9	**	**	**	221	169	226	181	248
	13%	*10%*	*12%*	*9%*	*13%*	*11%*	*12%*	*14%*	*12%*	**	**	**	*13%*	*12%*	*13%*	*13%*	*13%*
											a						

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**1914**	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	**1903**	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
6am - 8.59am	**32**	18	30	7	**	30	-	2	30	5	**	*	5	8	22	3
	2%	*2%*	*2%*	*2%*	**	*2%*	*-%*	*1%*	*2%*	*2%*	**	**%*	*2%*	*4%* bc	*2%*	*1%*
9am - 11.59am	**1077**	591	1013	216	**	957	16	150	928	165	**	52	136	105	819	150
	57%	*56%*	*57%*	*56%*	**	*61%* b	*20%*	*46%*	*59%* a	*58%*	**	*66%*	*54%*	*52%*	*59%* c	*51%*
12pm - 2.59pm	**512**	287	473	99	**	404	38	99	414	77	**	17	75	56	355	99
	27%	*27%*	*27%*	*26%*	**	*26%*	*47%* a	*30%*	*26%*	*27%*	**	*21%*	*30%*	*28%*	*25%*	*33%* b
3pm - 5.59pm	**25**	8	19	4	**	17	2	10	15	5	**	-	5	2	20	3
	1%	*1%*	*1%*	*1%*	**	*1%*	*3%*	*3%* b	*1%*	*2%*	**	*-%*	*2%*	*1%*	*1%*	*1%*
6pm - 5.59am	**8**	5	8	3	**	*	4	3	4	-	**	-	1	1	5	2
	****%***	**%*	**%*	*1%*	**	**%*	*5%* a	*1%*	**%*	*-%*	**	*-%*	**%*	**%*	**%*	*1%*
Don't know	**248**	144	228	54	**	171	20	66	182	31	**	10	30	29	179	40
	13%	*14%*	*13%*	*14%*	**	*11%*	*25%* a	*20%* b	*12%*	*11%*	**	*13%*	*12%*	*15%*	*13%*	*13%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
6am - 8.59am	**32**	9	*	23	14	18
	2%	*4%*	**%*	*1%*	*1%*	*2%*
		bc				
9am - 11.59am	**1077**	123	79	866	565	513
	57%	*55%*	*64%*	*56%*	*55%*	*58%*
12pm - 2.59pm	**512**	65	30	410	304	208
	27%	*29%*	*24%*	*27%*	*30%*	*24%*
					b	
3pm - 5.59pm	**25**	2	2	21	14	11
	1%	*1%*	*2%*	*1%*	*1%*	*1%*
6pm - 5.59am	**8**	-	-	8	2	5
	****%***	*-%*	*-%*	**%*	**%*	*1%*
Don't know	**248**	26	13	209	125	123
	13%	*11%*	*10%*	*14%*	*12%*	*14%*

Columns Tested: a,b,c - a,b

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
6am - 8.59am	**32**	6	*	*	3	4	2	1	2	1	6	2	3
	2%	*4%*	**%*	**%*	*2%*	*3%*	*2%*	*1%*	*2%*	*1%*	*4%*	*1%*	*3%*
		bci									**bci**		
9am - 11.59am	**1077**	103	110	78	112	91	55	63	86	144	87	93	57
	57%	*59%*	*69%*	*53%*	*55%*	*55%*	*53%*	*58%*	*61%*	*63%*	*53%*	*49%*	*48%*
			cdefgjkl						**kl**	**ckl**			
12pm - 2.59pm	**512**	41	22	52	60	43	29	37	26	51	40	73	38
	27%	*23%*	*14%*	*35%*	*30%*	*26%*	*28%*	*34%*	*19%*	*22%*	*25%*	*39%*	*32%*
		b		**abhij**	**bh**	b	b	**abhi**			b	**abehij**	**bh**
3pm - 5.59pm	**25**	2	2	-	4	1	2	-	*	4	3	6	3
	1%	*1%*	*1%*	*-%*	*2%*	**%*	*2%*	*-%*	**%*	*2%*	*2%*	*3%*	*2%*
												cg	
6pm - 5.59am	**8**	-	1	2	2	-	-	1	-	-	2	-	-
	****%***	*-%*	**%*	*2%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*	*-%*	*-%*
Don't know	**248**	22	23	16	22	28	16	7	25	28	26	14	18
	13%	*13%*	*15%*	*11%*	*11%*	*17%*	*16%*	*7%*	*18%*	*12%*	*16%*	*7%*	*15%*
			gk			**gk**	**gk**		**gk**		**gk**		**gk**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
6am - 8.59am	**32**	7	10	5	11
	2%	*1%*	*2%*	*1%*	*2%*
9am - 11.59am	**1077**	290	258	292	237
	57%	*60%*	*54%*	*61%*	*50%*
		d		**bd**	
12pm - 2.59pm	**512**	115	132	114	152
	27%	*24%*	*28%*	*24%*	*32%*
					ac
3pm - 5.59pm	**25**	4	6	4	11
	1%	*1%*	*1%*	*1%*	*2%*
6pm - 5.59am	**8**	3	2	1	2
	****%***	*1%*	**%*	**%*	**%*
Don't know	**248**	62	67	61	58
	13%	*13%*	*14%*	*13%*	*12%*

Columns Tested: a,b,c,d

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**1914**	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	**1903**	1825	50	16	12	-	77	607	427	109	41	55
Very Dissatisfied	**18**	18	*	-	*	**	*	4	4	-	*	*
	1%	*1%*	*1%*	*-%*	*1%*	**	*1%*	*1%*	*1%*	*-%*	**%*	**%*
Fairly Dissatisfied	**63**	61	1	*	*	**	1	24	12	4	4	2
	3%	*3%*	*2%*	*2%*	*3%*	**	*2%*	*4%*	*3%*	*4%*	*11%* **ab**	*4%*
Neither Satisfied Nor Dissatisfied	**240**	230	5	3	1	**	10	60	59	19	2	9
	13%	*13%*	*11%*	*18%* b	*13%*	**	*13%*	*10%*	*14%*	*17%* **ad**	*6%*	*16%* a
Fairly Satisfied	**784**	750	23	6	5	**	35	271	197	56	17	19
	41%	*41%*	*46%*	*39%*	*46%*	**	*45%*	*45%* e	*46%* e	*51%* e	*40%*	*34%*
Very Satisfied	**795**	764	20	6	4	**	31	246	155	30	18	25
	42%	*42%*	*41%*	*39%*	*37%*	**	*40%*	*41%* c	*36%*	*28%*	*43%* c	*45%* c
Don't Know (DO NOT READ OUT)	**3**	3	-	*	-	**	*	2	-	-	-	-
	****%***	**%*	*-%*	*1%*	*-%*	**	**%*	**%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1579**	1513	43	13	10	**	66	517	353	86	34	44
	83%	*83%*	*87%* **ac**	*79%*	*83%*	**	*85%*	*85%*	*82%*	*79%*	*83%*	*80%*
NET: Dissatisfied	**81**	79	1	*	*	**	2	28	16	4	4	2
	4%	*4%* **bf**	*2%*	*2%*	*4%*	**	*2%*	*5%*	*4%*	*4%*	*11%* b	*5%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very Dissatisfied	**18**	-	*	8	2	-	4	*	3	-	17	1	1	-
	1%	*-%*	**%*	*2%*	*2%*	*-%*	*1%*	**%*	*2%*	*-%*	*1%*	*1%*	*1%*	*-%*
				m	m				m					
Fairly Dissatisfied	**63**	-	4	20	4	6	8	2	6	8	57	2	3	1
	3%	*-%*	*3%*	*6%*	*5%*	*4%*	*3%*	*1%*	*4%*	*5%*	*4%*	*2%*	*3%*	*1%*
				agkm	**am**	**am**			**am**	**agm**	**am**			
Neither Satisfied Nor Dissatisfied	**240**	13	8	53	10	24	44	32	15	10	209	9	13	9
	13%	*8%*	*6%*	*16%*	*13%*	*15%*	*15%*	*17%*	*10%*	*7%*	*13%*	*10%*	*14%*	*10%*
				abim		b	b	**abim**					b	
Fairly Satisfied	**784**	84	58	147	28	56	111	72	67	65	687	28	32	38
	41%	*50%*	*40%*	*45%*	*37%*	*36%*	*38%*	*38%*	*47%*	*46%*	*42%*	*31%*	*36%*	*41%*
		efgkl		**kl**					**kl**	k	k			k
Very Satisfied	**795**	69	73	100	32	69	126	82	52	58	660	50	41	43
	42%	*42%*	*51%*	*30%*	*42%*	*45%*	*43%*	*43%*	*36%*	*41%*	*40%*	*56%*	*46%*	*48%*
		c	**ch**			c	c	c		c	**cacefghij**		c	**chj**
												l		
Don't Know (DO NOT READ OUT)	**3**	-	-	*	-	-	-	2	-	-	2	-	-	1
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
								j						
NET: Satisfied	**1579**	153	130	246	59	125	237	154	119	123	1347	77	73	81
	83%	*92%*	*91%*	*75%*	*79%*	*81%*	*81%*	*81%*	*83%*	*87%*	*83%*	*87%*	*82%*	*89%*
		cdefgjl	**cdefgjl**							c	c	c		**cdefgjl**
NET: Dissatisfied	**81**	-	4	28	6	6	12	2	9	8	74	2	4	1
	4%	*-%*	*3%*	*8%*	*8%*	*4%*	*4%*	*1%*	*6%*	*5%*	*5%*	*3%*	*4%*	*1%*
				agjklm	**agm**	**am**	**am**		**agm**	**agm**	**agm**		**am**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very Dissatisfied	**18**	-	*	6	**	-	7	*	2	-	17	1	1	-
	1%	*-%*	**%*	*2%*	**	*-%*	*2%*	**%*	*1%*	*-%*	*1%*	*1%*	*1%*	*-%*
				m	m		m							
Fairly Dissatisfied	**63**	2	2	26	**	4	2	4	4	8	57	2	3	1
	3%	*1%*	*2%*	*8%*	**	*3%*	*1%*	*2%*	*3%*	*5%*	*4%*	*2%*	*3%*	*1%*
				abfghjk lm	**afgjklm**					**fm**	**fm**		f	
Neither Satisfied Nor Dissatisfied	**240**	16	6	44	**	21	59	22	19	12	206	12	13	9
	13%	*8%*	*5%*	*14%*	**	*16%*	*18%*	*14%*	*13%*	*7%*	*13%*	*12%*	*14%*	*10%*
				b		**abi**	**abijm**							
Fairly Satisfied	**784**	92	53	133	**	44	126	68	67	74	681	32	34	37
	41%	*47%*	*45%*	*44%*	**	*33%*	*38%*	*42%*	*45%*	*45%*	*42%*	*34%*	*36%*	*41%*
		ekl		k					k	k	k			
Very Satisfied	**795**	87	55	96	**	63	133	67	58	71	656	50	45	43
	42%	*44%*	*48%*	*31%*	**	*48%*	*41%*	*41%*	*39%*	*43%*	*41%*	*52%*	*47%*	*48%*
		c	c			c	c			c	c	**cfghj**	c	**cj**
Don't Know (DO NOT READ OUT)	**3**	-	-	*	**	-	-	2	-	-	2	-	-	1
	****%***	*-%*	*-%*	**%*	**	*-%*	*-%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
								j						
NET: Satisfied	**1579**	179	108	229	**	107	259	135	125	145	1337	82	79	81
	83%	*91%*	*93%*	*75%*	**	*81%*	*79%*	*83%*	*84%*	*88%*	*83%*	*86%*	*83%*	*89%*
		cdefgjl	**cdefgjl**							**cdf**	c	c		**cdefjl**
NET: Dissatisfied	**81**	2	2	32	**	4	9	4	6	8	74	2	4	1
	4%	*1%*	*2%*	*10%*	**	*3%*	*3%*	*2%*	*4%*	*5%*	*5%*	*2%*	*4%*	*1%*
				abefghjabefghjklm klm					m	m	m		m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very Dissatisfied	18	**	4	**	-	*	-	5	6	18	*	18	*	18	-
	1%	**	*2%*	**	*-%*	**%*	*-%*	*6%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*
		defh	e					defh		b					
Fairly Dissatisfied	63	**	8	**	5	20	2	4	22	56	6	56	7	60	3
	3%	**	*4%*	**	*3%*	*4%*	*3%*	*5%*	*3%*	*4%*	*2%*	*3%*	*4%*	*3%*	*3%*
										b					
Neither Satisfied Nor Dissatisfied	240	**	22	**	28	68	7	11	90	197	43	217	23	232	7
	13%	**	*12%*	**	*19%*	*13%*	*9%*	*14%*	*12%*	*13%*	*11%*	*13%*	*13%*	*13%*	*7%*
				abefh	afh										
Fairly Satisfied	784	**	86	**	55	217	23	29	341	635	149	705	80	747	37
	41%	**	*47%*	**	*36%*	*40%*	*30%*	*36%*	*44%*	*42%*	*40%*	*41%*	*46%*	*42%*	*36%*
			df						f						
Very Satisfied	795	**	63	**	64	238	45	32	317	620	175	734	61	737	57
	42%	**	*35%*	**	*42%*	*44%*	*59%*	*40%*	*41%*	*41%*	*47%*	*42%*	*35%*	*41%*	*54%*
						b	bcdegh				a	b			a
Don't Know (DO NOT READ OUT)	3	**	-	**	-	1	-	-	2	1	2	1	2	3	-
	**%*	**	*-%*	**	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*-%*
											a		a		
NET: Satisfied	1579	**	149	**	119	455	68	62	657	1255	324	1439	140	1484	95
	83%	**	*81%*	**	*78%*	*84%*	*88%*	*75%*	*85%*	*82%*	*86%*	*83%*	*81%*	*83%*	*90%*
							cdg		dg		a				
NET: Dissatisfied	81	**	12	**	5	20	2	9	28	74	7	74	7	78	3
	4%	**	*7%*	**	*3%*	*4%*	*3%*	*11%*	*4%*	*5%*	*2%*	*4%*	*4%*	*4%*	*3%*
								cdefh		b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very Dissatisfied	18	5	6	7	12	4	2	**	**	**	**	**	16	2	9	3	6
	1%	*%	2%	2%	1%	1%	4%	**	**	**	**	**	1%	3%	1%	*%	2%
			a	a			ai							ai	b		b
Fairly Dissatisfied	63	31	5	24	46	14	*	**	**	**	**	**	61	2	20	27	16
	3%	3%	2%	6%	3%	4%	1%	**	**	**	**	**	3%	4%	3%	3%	4%
				ab													
Neither Satisfied Nor Dissatisfied	240	149	48	43	181	51	7	**	**	**	**	**	232	8	70	110	59
	13%	13%	15%	10%	12%	16%	15%	**	**	**	**	**	13%	15%	10%	14%	16%
			c			ai										a	a
Fairly Satisfied	784	433	151	190	613	146	25	**	**	**	**	**	759	25	276	337	172
	41%	39%	48%	44%	40%	46%	55%	**	**	**	**	**	41%	48%	38%	42%	46%
			a	a		a	ai										a
Very Satisfied	795	506	106	165	678	101	11	**	**	**	**	**	779	16	359	320	116
	42%	45%	34%	38%	44%	32%	24%	**	**	**	**	**	42%	30%	49%	40%	31%
		bc			bcj								bcj		bc	c	
Don't Know (DO NOT READ OUT)	3	-	1	2	3	-	-	**	**	**	**	**	3	-	-	3	-
	*%	-%	*%	1%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%
				a													
NET: Satisfied	1579	939	258	355	1291	247	36	**	**	**	**	**	1538	41	635	656	288
	83%	84%	81%	82%	84%	78%	80%	**	**	**	**	**	83%	78%	86%	82%	78%
					b								b		bc		
NET: Dissatisfied	81	36	11	31	58	18	2	**	**	**	**	**	77	4	29	29	23
	4%	3%	3%	7%	4%	6%	5%	**	**	**	**	**	4%	8%	4%	4%	6%
				ab													b

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very Dissatisfied	**18**	7	7	9	7	4	8	7	2	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
									a													
Fairly Dissatisfied	**63**	46	37	52	20	15	37	47	2	**	**	**	**	**	18	**	**	**	**	**	**	**
	3%	*3%*	*4%*	*4%*	*3%*	*3%*	*3%*	*4%*	*3%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
											c											
Neither Satisfied Nor Dissatisfied	**240**	168	111	187	106	72	152	160	15	**	**	**	**	**	100	**	**	**	**	**	**	**
	13%	*13%*	*13%*	*13%*	*16%*	*15%*	*13%*	*12%*	*22%*	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
					a				a													
Fairly Satisfied	**784**	547	367	604	304	217	491	546	32	**	**	**	**	**	294	**	**	**	**	**	**	**
	41%	*41%*	*44%*	*42%*	*45%*	*45%*	*43%*	*41%*	*47%*	**	**	**	**	**	*45%*	**	**	**	**	**	**	**
											a											
Very Satisfied	**795**	567	317	600	239	167	442	566	17	**	**	**	**	**	231	**	**	**	**	**	**	**
	42%	*42%*	*38%*	*41%*	*35%*	*35%*	*39%*	*43%*	*25%*	**	**	**	**	**	*36%*	**	**	**	**	**	**	**
		bde		**de**				**bd**		d												
Don't Know (DO NOT READ OUT)	**3**	2	*	2	1	2	3	2	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
						b																
NET: Satisfied	**1579**	1114	685	1204	543	384	933	1112	49	**	**	**	**	**	525	**	**	**	**	**	**	**
	83%	*83%*	*82%*	*83%*	*80%*	*80%*	*82%*	*84%*	*72%*	**	**	**	**	**	*81%*	**	**	**	**	**	**	**
								bd														
NET: Dissatisfied	**81**	53	44	61	27	20	45	54	4	**	**	**	**	**	25	**	**	**	**	**	**	**
	4%	*4%*	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*6%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very Dissatisfied	**18**	4	1	2	2	**	2	*	4	-	**	4	**	3	16	2
	1%	*1%*	**%*	*1%*	*1%*	**	*1%*	**%*	*2%*	*-%*	**	*1%*	**	*1%*	*1%*	*1%*
Fairly Dissatisfied	**63**	19	13	13	7	**	6	4	4	6	**	15	**	5	53	10
	3%	*4%*	*3%*	*3%*	*4%*	**	*3%*	*3%*	*2%*	*5%*	**	*3%*	**	*2%*	*3%*	*7%* a
Neither Satisfied Nor Dissatisfied	**240**	41	46	74	23	**	46	23	23	14	**	63	**	39	222	18
	13%	*9%*	*12%*	*18%* abd	*12%*	**	*19%*	*16%*	*14%*	*11%*	**	*14%*	**	*20%*	*13%*	*14%*
Fairly Satisfied	**784**	179	151	172	97	**	97	64	78	61	**	208	**	77	740	44
	41%	*39%*	*40%*	*42%*	*50%* abc	**	*40%*	*44%*	*48%*	*49%*	**	*47%* c	**	*39%*	*42%*	*33%*
Very Satisfied	**795**	213	169	149	62	**	90	53	53	43	**	152	**	75	736	59
	42%	*47%* cd	*45%* cd	*36%*	*32%*	**	*37%*	*37%*	*33%*	*35%*	**	*34%*	**	*38%*	*42%*	*44%*
Don't Know (DO NOT READ OUT)	**3**	-	-	*	2	**	1	-	*	-	**	-	**	*	3	-
	****%***	*-%*	*-%*	**%*	*1%* abc	**	**%*	*-%*	**%*	*-%*	**	*-%*	**	**%*	**%*	*-%*
NET: Satisfied	**1579**	392	320	321	159	**	187	117	131	104	**	360	**	152	1476	103
	83%	*86%* c	*84%* c	*78%*	*82%*	**	*77%*	*81%*	*81%*	*84%*	**	*81%*	**	*76%*	*83%*	*78%*
NET: Dissatisfied	**81**	23	13	15	9	**	9	4	8	6	**	19	**	7	69	12
	4%	*5%*	*3%*	*4%*	*5%*	**	*4%*	*3%*	*5%*	*5%*	**	*4%*	**	*4%*	*4%*	*9%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very Dissatisfied	**18**	9	**	5	2	9	**	5	2	2	3	2	**
	1%	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*%*	*1%* b	**
Fairly Dissatisfied	**63**	52	**	11	9	49	**	11	9	12	39	8	**
	3%	*4%*	**	*2%*	*5%*	*3%*	**	*2%*	*5%*	*4%*	*3%*	*6%* b	**
Neither Satisfied Nor Dissatisfied	**240**	185	**	77	29	182	**	79	27	40	162	22	**
	13%	*13%*	**	*16%*	*16%*	*13%*	**	*16%*	*14%*	*13%*	*13%*	*16%*	**
Fairly Satisfied	**784**	600	**	233	70	591	**	227	76	134	516	66	**
	41%	*41%*	**	*48%* b	*38%*	*41%*	**	*47%*	*40%*	*44%*	*41%*	*48%*	**
Very Satisfied	**795**	600	**	163	76	596	**	161	78	120	529	40	**
	42%	*41%*	**	*33%*	*41%*	*42%*	**	*33%*	*40%*	*39%* c	*42%* c	*29%*	**
Don't Know (DO NOT READ OUT)	**3**	2	**	1	-	2	**	1	-	*	2	-	**
	****%***	**%*	**	**%*	*-%*	**%*	**	**%*	*-%*	**%*	**%*	*-%*	**
NET: Satisfied	**1579**	1200	**	397	146	1187	**	389	154	255	1044	105	**
	83%	*83%*	**	*81%*	*78%*	*83%*	**	*80%*	*80%*	*83%*	*83%* c	*77%*	**
NET: Dissatisfied	**81**	60	**	16	11	58	**	15	11	14	43	10	**
	4%	*4%*	**	*3%*	*6%*	*4%*	**	*3%*	*6%*	*5%*	*3%*	*7%* b	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**1914**	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	**1903**	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very Dissatisfied	**18**	2	3	2	**	4	1	2	**	7	7	6	7	6	**
	1%	*1%*	**%*	*2%*	**	*1%*	**%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Fairly Dissatisfied	**63**	8	29	8	**	14	14	8	**	46	37	15	41	29	**
	3%	*3%*	*4%*	*8%*	**	*3%*	*3%*	*5%*	**	*3%*	*4%*	*2%*	*3%*	*3%*	**
				ab							c				
Neither Satisfied Nor Dissatisfied	**240**	38	96	10	**	82	72	27	**	167	108	89	144	110	**
	13%	*14%*	*13%*	*10%*	**	*17%*	*17%*	*16%*	**	*13%*	*13%*	*15%*	*12%*	*12%*	**
Fairly Satisfied	**784**	111	326	54	**	213	186	79	**	547	367	275	494	400	**
	41%	*40%*	*46%*	*52%*	**	*44%*	*44%*	*48%*	**	*41%*	*44%*	*47%*	*42%*	*44%*	**
				a								a			
Very Satisfied	**795**	115	261	30	**	170	154	48	**	567	317	203	492	366	**
	42%	*42%*	*37%*	*29%*	**	*35%*	*36%*	*30%*	**	*42%*	*38%*	*34%*	*42%*	*40%*	**
		c								**bc**					
Don't Know (DO NOT READ OUT)	**3**	*	-	-	**	*	1	-	**	2	*	*	2	2	**
	****%***	**%*	*-%*	*-%*	**	**%*	**%*	*-%*	**	**%*	**%*	**%*	**%*	**%*	**
NET: Satisfied	**1579**	226	587	84	**	384	340	128	**	1114	684	477	985	766	**
	83%	*82%*	*82%*	*81%*	**	*79%*	*80%*	*78%*	**	*83%*	*82%*	*81%*	*84%*	*84%*	**
NET: Dissatisfied	**81**	10	32	10	**	18	15	10	**	53	44	21	47	35	**
	4%	*4%*	*4%*	*10%*	**	*4%*	*3%*	*6%*	**	*4%*	*5%*	*4%*	*4%*	*4%*	**
				ab											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	1914	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	1903	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very Dissatisfied	**18**	1	*	3	2	-	3	3	2	**	**	**	12	9	12	18	18
	1%	**%*	**%*	*1%*	*2%*	*-%*	**%*	**%*	*2%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
					ab												
Fairly Dissatisfied	**63**	10	7	8	6	6	38	26	7	**	**	**	60	48	60	45	63
	3%	*3%*	*2%*	*2%*	*7%*	*7%*	*3%*	*3%*	*9%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
						abc											
Neither Satisfied Nor Dissatisfied	**240**	63	44	55	11	14	146	114	15	**	**	**	219	192	222	181	231
	13%	*17%*	*16%*	*17%*	*13%*	*17%*	*13%*	*12%*	*20%*	**	**	**	*12%*	*14%*	*13%*	*13%*	*13%*
Fairly Satisfied	**784**	172	133	161	43	44	483	419	21	**	**	**	732	594	737	602	760
	41%	*45%*	*48%*	*49%*	*47%*	*53%*	*42%*	*45%*	*27%*	**	**	**	*42%*	*42%*	*42%*	*42%*	*41%*
Very Satisfied	**795**	132	92	101	29	18	481	372	32	**	**	**	731	574	733	588	770
	42%	*35%*	*33%*	*31%*	*32%*	*22%*	*42%*	*40%*	*42%*	**	**	**	*42%*	*41%*	*41%*	*41%*	*42%*
		e	e						c								
Don't Know (DO NOT READ OUT)	**3**	-	-	*	-	-	3	2	-	**	**	**	3	*	3	3	3
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
NET: Satisfied	**1579**	304	225	263	72	63	964	791	53	**	**	**	1463	1168	1470	1190	1531
	83%	*80%*	*82%*	*80%*	*79%*	*75%*	*83%*	*84%*	*69%*	**	**	**	*83%*	*82%*	*83%*	*83%*	*83%*
NET: Dissatisfied	**81**	11	7	11	8	6	42	29	9	**	**	**	72	56	72	63	81
	4%	*3%*	*2%*	*3%*	*9%*	*7%*	*4%*	*3%*	*11%*	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
					abc	b											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very Dissatisfied	18	15	14	2	**	-	18	12	7	3	**	2	3	2	10	6
	1%	1%	1%	1%	**	-%	23% a	3% b	*%	1%	**	2%	1%	1%	1%	2% b
Fairly Dissatisfied	63	39	61	18	**	-	63	36	27	13	**	7	11	8	40	14
	3%	4%	3%	5%	**	-%	77% a	11% b	2%	4%	**	9%	4%	4%	3%	5%
Neither Satisfied Nor Dissatisfied	240	132	220	47	**	-	-	80	160	44	**	11	38	30	160	49
	13%	13%	12%	12%	**	-%	-%	24% b	10%	15%	**	13%	15%	15%	11%	17% b
Fairly Satisfied	784	450	734	174	**	784	-	140	645	113	**	40	96	92	566	125
	41%	43%	41%	45%	**	50% b	-%	42%	41%	40%	**	50%	38%	46%	40%	42%
Very Satisfied	795	417	739	141	**	795	-	62	732	111	**	20	104	69	620	102
	42%	40%	42%	37%	**	50% b	-%	19%	47% a	39%	**	25%	41% a	34%	44% ac	34%
Don't Know (DO NOT READ OUT)	3	1	3	-	**	-	-	-	3	-	**	-	-	-	3	-
	*%	*%	*%	-%	**	-%	-%	-%	*%	-%	**	-%	-%	-%	*%	-%
NET: Satisfied	1579	866	1473	315	**	1579	-	202	1377	224	**	59	199	161	1186	227
	83%	82%	83%	82%	**	100% b	-%	61%	87% a	79%	**	75%	79%	80%	85% c	76%
NET: Dissatisfied	81	54	75	20	**	-	81	47	34	15	**	9	14	10	51	20
	4%	5%	4%	5%	**	-%	100% a	14% b	2%	5%	**	12%	5%	5%	4%	7% b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very Dissatisfied	**18**	4	4	10	8	10
	1%	*2%*	*3%*	*1%*	*1%*	*1%*
			c			
Fairly Dissatisfied	**63**	6	14	42	38	24
	3%	*3%*	*11%*	*3%*	*4%*	*3%*
			ac			
Neither Satisfied Nor Dissatisfied	**240**	41	18	176	132	108
	13%	*18%*	*15%*	*11%*	*13%*	*12%*
		c				
Fairly Satisfied	**784**	97	58	626	436	348
	41%	*43%*	*47%*	*41%*	*43%*	*40%*
Very Satisfied	**795**	76	30	678	407	387
	42%	*34%*	*24%*	*44%*	*40%*	*44%*
				ab		
Don't Know (DO NOT READ OUT)	**3**	-	-	3	3	*
	****%***	*-%*	*-%*	**%*	**%*	**%*
NET: Satisfied	**1579**	174	88	1305	843	736
	83%	*77%*	*71%*	*85%*	*82%*	*84%*
				ab		
NET: Dissatisfied	**81**	10	18	53	46	35
	4%	*5%*	*14%*	*3%*	*5%*	*4%*
			ac			

Columns Tested: a,b,c - a,b

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very Dissatisfied	**18**	*	4	-	4	-	-	*	3	-	7	*	-
	1%	**%*	*3%*	*-%*	*2%*	*-%*	*-%*	**%*	*2%*	*-%*	*4%*	**%*	*-%*
			aceik						i		**acefgikl**		
Fairly Dissatisfied	**63**	2	7	8	9	9	-	1	1	12	3	7	2
	3%	*1%*	*4%*	*6%*	*5%*	*6%*	*-%*	*1%*	**%*	*5%*	*2%*	*4%*	*2%*
			fh	**afgh**	**fh**	**afgh**				**afgh**		f	
Neither Satisfied Nor Dissatisfied	**240**	30	24	20	24	22	13	21	16	32	13	13	9
	13%	*17%*	*15%*	*14%*	*12%*	*13%*	*13%*	*20%*	*12%*	*14%*	*8%*	*7%*	*7%*
		jkl	**jkl**	k				**jkl**		k			
Fairly Satisfied	**784**	72	58	66	92	77	47	54	60	89	55	68	47
	41%	*41%*	*36%*	*44%*	*45%*	*46%*	*45%*	*50%*	*43%*	*39%*	*33%*	*36%*	*39%*
				j	j	j		**bjk**					
Very Satisfied	**795**	69	63	53	73	59	44	32	60	95	86	99	62
	42%	*40%*	*40%*	*36%*	*36%*	*35%*	*42%*	*29%*	*43%*	*42%*	*53%*	*53%*	*52%*
							g		g	g	**abcdegi**	**abcdegi**	**abcdeg**
Don't Know (DO NOT READ OUT)	**3**	-	2	1	*	-	-	-	-	-	-	-	-
	****%***	*-%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**1579**	141	120	119	165	135	91	86	120	184	141	167	109
	83%	*81%*	*76%*	*80%*	*81%*	*81%*	*87%*	*79%*	*86%*	*81%*	*86%*	*89%*	*91%*
							b		b		b	**abcdegi**	**abcdegi**
NET: Dissatisfied	**81**	2	11	8	13	9	-	1	4	12	10	7	2
	4%	*1%*	*7%*	*6%*	*6%*	*6%*	*-%*	*1%*	*3%*	*5%*	*6%*	*4%*	*2%*
			afgl	**afg**	**afg**	**afg**				**af**	**afg**	f	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very Dissatisfied	**18**	4	4	3	7
	1%	*1%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**63**	18	19	14	12
	3%	*4%*	*4%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**240**	75	60	69	35
	13%	*16%*	*13%*	*14%*	*7%*
		d	d	d	
Fairly Satisfied	**784**	196	216	204	170
	41%	*41%*	*45%*	*43%*	*36%*
			d	d	
Very Satisfied	**795**	185	176	186	248
	42%	*38%*	*37%*	*39%*	*53%*
					abc
Don't Know (DO NOT READ OUT)	**3**	3	*	-	-
	****%***	*1%*	**%*	*-%*	*-%*
NET: Satisfied	**1579**	380	391	390	418
	83%	*79%*	*83%*	*82%*	*88%*
					abc
NET: Dissatisfied	**81**	22	22	17	19
	4%	*5%*	*5%*	*4%*	*4%*

Columns Tested: a,b,c,d

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	d	e
Unweighted total	**1914**	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	**1903**	1825	50	16	12	-	77	607	427	109	41	55
Very Dissatisfied	**59**	57	1	*	*	**	2	21	14	1	2	1
	3%	*3%*	*2%*	*2%*	*2%*	**	*2%*	*3%*	*3%*	*1%*	*4%*	*2%*
Fairly Dissatisfied	**120**	116	2	1	1	**	4	32	26	12	4	2
	6%	*6%*	*4%*	*5%*	*8%*	**	*5%*	*5%*	*6%*	*11%* **ae**	*11%* e	*3%*
Neither Satisfied Nor Dissatisfied	**313**	300	8	3	1	**	13	105	75	21	7	7
	16%	*16%*	*16%*	*19%*	*12%*	**	*16%*	*17%*	*18%*	*19%*	*16%*	*12%*
Fairly Satisfied	**651**	626	16	5	4	**	26	219	167	45	17	19
	34%	*34%*	*32%*	*33%*	*36%*	**	*33%*	*36%*	*39%*	*42%*	*41%*	*34%*
Very Satisfied	**747**	713	22	6	5	**	33	226	145	30	11	26
	39%	*39%*	*44%*	*40%*	*42%*	**	*43%*	*37%* c	*34%*	*27%*	*27%*	*48%* **abcd**
Don't Know (DO NOT READ OUT)	**13**	13	1	*	-	**	1	4	-	*	*	1
	1%	*1%*	*1%*	*1%*	*-%*	**	*1%*	*1%*	*-%*	**%*	**%*	*1%* b
NET: Satisfied	**1398**	1339	38	12	9	**	59	445	312	75	28	45
	73%	*73%*	*77%*	*73%*	*78%*	**	*76%*	*73%*	*73%*	*69%*	*68%*	*82%* **abcd**
NET: Dissatisfied	**178**	173	3	1	1	**	5	53	41	13	6	3
	9%	*9%* **bf**	*6%*	*7%*	*9%*	**	*7%*	*9%*	*10%*	*12%* e	*15%* e	*5%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very Dissatisfied	**59**	6	2	22	2	-	9	2	4	6	53	2	2	2
	3%	*3%*	*1%*	*7%*	*3%*	*-%*	*3%*	*1%*	*3%*	*4%*	*3%*	*2%*	*3%*	*2%*
		e		**egjklm**						e	e			
Fairly Dissatisfied	**120**	12	2	23	2	10	29	8	13	11	109	3	5	2
	6%	*7%*	*1%*	*7%*	*3%*	*6%*	*10%*	*4%*	*9%*	*8%*	*7%*	*3%*	*6%*	*3%*
				m			**bgkm**		**bkm**	**bm**	**km**			
Neither Satisfied Nor Dissatisfied	**313**	29	10	61	16	22	56	40	24	14	272	12	16	13
	16%	*17%*	*7%*	*19%*	*22%*	*15%*	*19%*	*21%*	*17%*	*10%*	*17%*	*13%*	*18%*	*14%*
		b		**bi**	**bi**		**bi**	**bi**	b		b		**bi**	
Fairly Satisfied	**651**	48	73	120	29	63	86	62	44	46	571	25	27	29
	34%	*29%*	*51%*	*37%*	*38%*	*41%*	*29%*	*33%*	*31%*	*33%*	*35%*	*28%*	*30%*	*31%*
			acfghijk lm			**fkl**								
Very Satisfied	**747**	73	56	98	27	57	113	75	55	65	618	45	39	45
	39%	*44%*	*39%*	*30%*	*35%*	*37%*	*39%*	*40%*	*39%*	*46%*	*38%*	*50%*	*44%*	*49%*
		c					c	c		c	c	**cdefghj**	c	**cefj**
Don't Know (DO NOT READ OUT)	**13**	-	-	4	-	2	-	2	2	-	11	3	-	*
	1%	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	*1%*	*2%*	*-%*	*1%*	*3%*	*-%*	**%*
												fjlm		
NET: Satisfied	**1398**	121	129	218	55	121	199	137	99	110	1189	70	66	73
	73%	*72%*	*90%*	*66%*	*73%*	*78%*	*68%*	*72%*	*69%*	*78%*	*73%*	*79%*	*74%*	*81%*
			acdefghi jklm			c				c	c	**cf**		**cfhj**
NET: Dissatisfied	**178**	17	4	45	4	10	38	10	17	17	162	4	7	5
	9%	*10%*	*3%*	*14%*	*5%*	*6%*	*13%*	*5%*	*12%*	*12%*	*10%*	*5%*	*8%*	*5%*
		b		**begkm**			**bgkm**		**bkm**	**bkm**	**bkm**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very Dissatisfied	**59**	6	2	18	**	-	13	2	4	6	53	2	2	2
	3%	*3%*	*2%*	*6%*	**	*-%*	*4%*	*2%*	*3%*	*4%*	*3%*	*2%*	*2%*	*2%*
				ek			e			e				
Fairly Dissatisfied	**120**	13	2	19	**	6	28	10	15	11	109	3	5	2
	6%	*7%*	*2%*	*6%*	**	*4%*	*8%*	*6%*	*10%*	*7%*	*7%*	*3%*	*5%*	*3%*
					m		**bkm**		**bkm**		**km**			
Neither Satisfied Nor Dissatisfied	**313**	39	8	50	**	19	69	30	23	19	272	12	16	13
	16%	*20%*	*7%*	*17%*	**	*14%*	*21%*	*19%*	*15%*	*12%*	*17%*	*13%*	*17%*	*14%*
		b		b	b		**bikm**	b			b		b	
Fairly Satisfied	**651**	53	57	119	**	52	93	57	52	58	564	30	29	28
	34%	*27%*	*49%*	*39%*	**	*39%*	*29%*	*35%*	*35%*	*35%*	*35%*	*32%*	*31%*	*31%*
			afjklm	**af**		**af**								
Very Satisfied	**747**	86	48	94	**	54	124	64	53	71	614	46	41	45
	39%	*44%*	*41%*	*31%*	**	*41%*	*38%*	*39%*	*35%*	*43%*	*38%*	*49%*	*43%*	*50%*
		c								c	c	**cfhj**	c	**cdfhj**
Don't Know (DO NOT READ OUT)	**13**	-	-	4	**	2	-	-	2	-	8	3	2	*
	1%	*-%*	*-%*	*1%*	**	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*3%*	*2%*	**%*
												fjm	**fj**	
NET: Satisfied	**1398**	139	105	213	**	106	218	121	105	129	1178	77	70	73
	73%	*71%*	*90%*	*70%*	**	*80%*	*67%*	*74%*	*70%*	*78%*	*73%*	*80%*	*73%*	*81%*
			acdfghij			f				f		**acdfhj**		**acdfhj**
			l											
NET: Dissatisfied	**178**	19	4	37	**	6	40	12	19	17	162	4	7	5
	9%	*10%*	*4%*	*12%*	**	*4%*	*12%*	*8%*	*13%*	*10%*	*10%*	*5%*	*8%*	*5%*
				bekm	k		**bekm**		**bekm**	k	**km**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very Dissatisfied	59	**	11	**	5	13	-	4	23	51	8	59	*	56	3
	3%	**	6%	**	3%	2%	-%	5%	3%	3%	2%	3%	*%	3%	3%
			ef					f				b			
Fairly Dissatisfied	120	**	12	**	10	40	4	4	44	94	26	113	7	117	3
	6%	**	7%	**	7%	7%	5%	4%	6%	6%	7%	7%	4%	6%	3%
				abdefgh											
Neither Satisfied Nor Dissatisfied	313	**	27	**	33	92	5	20	111	255	57	274	38	296	17
	16%	**	15%	**	22%	17%	7%	24%	14%	17%	15%	16%	22%	16%	16%
		fh		fh	fh	f		fh					a		
Fairly Satisfied	651	**	73	**	58	175	23	22	281	524	127	595	57	617	34
	34%	**	40%	**	38%	32%	29%	27%	36%	34%	34%	34%	33%	34%	33%
			ac		ac	a			ac						
Very Satisfied	747	**	57	**	46	224	45	31	308	590	156	677	69	700	46
	39%	**	31%	**	30%	41%	59%	38%	40%	39%	42%	39%	40%	39%	44%
		bd				bd	bcdegh		bd						
Don't Know (DO NOT READ OUT)	13	**	3	**	-	*	-	-	10	12	2	13	1	11	2
	1%	**	2%	**	-%	*%	-%	-%	1%	1%	*%	1%	*%	1%	2%
			e						e						
NET: Satisfied	1398	**	130	**	104	399	68	54	589	1115	283	1272	126	1317	81
	73%	**	71%	**	68%	73%	88%	66%	76%	73%	75%	74%	73%	73%	77%
			c			c	abcdegh		cdg						
NET: Dissatisfied	178	**	23	**	15	53	4	8	67	145	33	171	7	173	6
	9%	**	12%	**	10%	10%	5%	10%	9%	10%	9%	10%	4%	10%	5%
			f	afh								b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very Dissatisfied	59	24	14	21	35	21	2	**	**	**	**	**	56	3	8	27	23
	3%	2%	5%	5%	2%	7%	5%	**	**	**	**	**	3%	5%	1%	3%	6%
			a	a		ai										a	ab
Fairly Dissatisfied	120	58	25	33	82	32	5	**	**	**	**	**	114	6	38	44	38
	6%	5%	8%	8%	5%	10%	12%	**	**	**	**	**	6%	11%	5%	5%	10%
						ai	a							a			ab
Neither Satisfied Nor Dissatisfied	313	199	50	64	253	58	1	**	**	**	**	**	312	1	116	138	60
	16%	18%	16%	15%	17%	18%	2%	**	**	**	**	**	17%	2%	16%	17%	16%
					cj	cj							cj				
Fairly Satisfied	651	378	118	141	513	112	26	**	**	**	**	**	625	26	242	271	138
	34%	34%	37%	33%	33%	35%	56%	**	**	**	**	**	34%	50%	33%	34%	37%
							abi							abi			
Very Satisfied	747	458	109	168	637	93	11	**	**	**	**	**	729	17	322	315	110
	39%	41%	34%	39%	42%	29%	25%	**	**	**	**	**	39%	32%	44%	39%	30%
		b			bc								bc		c	c	
Don't Know (DO NOT READ OUT)	13	8	*	4	12	1	-	**	**	**	**	**	13	-	9	4	1
	1%	1%	*%	1%	1%	*%	-%	**	**	**	**	**	1%	-%	1%	*%	*%
NET: Satisfied	1398	836	227	310	1150	204	37	**	**	**	**	**	1355	43	564	587	248
	73%	74%	72%	72%	75%	64%	81%	**	**	**	**	**	73%	82%	77%	73%	67%
					b		b						b	b	c	c	
NET: Dissatisfied	178	82	40	54	117	53	8	**	**	**	**	**	170	8	46	71	61
	9%	7%	13%	13%	8%	17%	17%	**	**	**	**	**	9%	16%	6%	9%	17%
			a	a		ai	ai							a			ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1914	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	1903	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very Dissatisfied	59	45	38	49	32	20	40	44	4	**	**	**	**	**	32	**	**	**	**	**	**	**
	3%	3%	5%	3%	5%	4%	4%	3%	6%	**	**	**	**	**	5%	**	**	**	**	**	**	**
Fairly Dissatisfied	120	89	54	94	45	41	84	90	3	**	**	**	**	**	45	**	**	**	**	**	**	**
	6%	7%	6%	6%	7%	9%	7%	7%	4%	**	**	**	**	**	7%	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	313	219	131	241	104	90	198	210	15	**	**	**	**	**	103	**	**	**	**	**	**	**
	16%	16%	16%	17%	15%	19%	18%	16%	21%	**	**	**	**	**	16%	**	**	**	**	**	**	**
											abc											
Fairly Satisfied	651	433	301	494	243	176	390	440	30	**	**	**	**	**	232	**	**	**	**	**	**	**
	34%	32%	36%	34%	36%	37%	34%	33%	43%	**	**	**	**	**	36%	**	**	**	**	**	**	**
								d	ad	ad												
Very Satisfied	747	541	312	568	251	146	416	535	17	**	**	**	**	**	239	**	**	**	**	**	**	**
	39%	41%	37%	39%	37%	31%	37%	40%	25%	**	**	**	**	**	37%	**	**	**	**	**	**	**
		ef	e	e	e		e	b														
Don't Know (DO NOT READ OUT)	13	8	3	8	1	5	4	8	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	1%	*%	1%	*%	1%	*%	1%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
						d																
NET: Satisfied	1398	974	613	1062	494	322	806	975	47	**	**	**	**	**	470	**	**	**	**	**	**	**
	73%	73%	73%	73%	73%	67%	71%	73%	68%	**	**	**	**	**	72%	**	**	**	**	**	**	**
		e	e	e	e			d	d	d												
NET: Dissatisfied	178	135	92	143	77	61	124	135	7	**	**	**	**	**	76	**	**	**	**	**	**	**
	9%	10%	11%	10%	11%	13%	11%	10%	11%	**	**	**	**	**	12%	**	**	**	**	**	**	**
						c		d	d													

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very Dissatisfied	59	12	11	21	5	**	14	5	11	2	**	20	**	12	53	6
	3%	3%	3%	5%	3%	**	6%	3%	7% d	2%	**	4%	**	6%	3%	4%
Fairly Dissatisfied	120	28	18	29	19	**	15	6	13	12	**	32	**	14	111	8
	6%	6%	5%	7%	10% b	**	6%	4%	8%	10% b	**	7%	**	7%	6%	6%
Neither Satisfied Nor Dissatisfied	313	80	52	82	26	**	41	20	33	10	**	68	**	27	289	23
	16%	18%	14%	20% bd	13%	**	17% d	14%	20% d	8%	**	15%	** c	14%	16%	18%
Fairly Satisfied	651	143	142	125	72	**	73	62	48	58	**	170	**	56	613	38
	34%	31%	37% c	30%	37% c	**	30%	43% ac	30%	47% ac	**	38% c	** c	28%	35%	29%
Very Satisfied	747	191	154	150	71	**	99	52	57	40	**	153	**	91	689	57
	39%	42%	41%	37%	37%	**	41%	36%	35%	33%	**	35%	**	46% ab	39%	43%
Don't Know (DO NOT READ OUT)	13	3	2	4	*	**	*	1	*	-	**	1	**	*	13	-
	1%	1%	1%	1%	*%	**	*%	*%	*%	-%	**	*%	**	*%	1%	-%
NET: Satisfied	1398	334	296	275	143	**	173	114	106	98	**	323	**	146	1303	95
	73%	73%	78% c	67%	74% c	**	71%	79% c	65%	80% c	**	73%	**	74%	74%	72%
NET: Dissatisfied	178	40	30	50	24	**	28	10	23	15	**	52	**	25	164	14
	9%	9%	8%	12% b	12% b	**	12%	7%	14% b	12%	**	12% b	**	13% b	9%	11%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very Dissatisfied	**59**	49	**	23	9	49	**	24	7	18	43	6	**
	3%	*3%*	**	*5%*	*5%*	*3%*	**	*5%*	*4%*	*6%* b	*3%*	*5%*	**
Fairly Dissatisfied	**120**	94	**	34	12	92	**	34	12	27	83	9	**
	6%	*6%*	**	*7%*	*6%*	*6%*	**	*7%*	*6%*	*9%*	*7%*	*7%*	**
Neither Satisfied Nor Dissatisfied	**313**	238	**	69	35	234	**	73	30	40	208	32	**
	16%	*16%*	**	*14%*	*19%*	*16%*	**	*15%*	*16%*	*13%*	*17%*	*23%* ab	**
Fairly Satisfied	**651**	490	**	193	50	483	**	184	59	97	409	43	**
	34%	*34%*	**	*39%* b	*27%*	*34%*	**	*38%*	*31%*	*32%*	*33%*	*31%*	**
Very Satisfied	**747**	568	**	171	80	563	**	169	82	125	499	46	**
	39%	*39%*	**	*35%*	*43%* a	*39%*	**	*35%*	*43%*	*40%*	*40%*	*33%*	**
Don't Know (DO NOT READ OUT)	**13**	8	**	*	1	8	**	*	1	1	8	1	**
	1%	*1%*	**	**%*	**%*	*1%*	**	**%*	**%*	**%*	*1%*	*1%*	**
NET: Satisfied	**1398**	1058	**	364	130	1046	**	352	142	222	908	89	**
	73%	*73%*	**	*74%*	*70%*	*73%*	**	*73%*	*74%*	*72%*	*73%* c	*65%*	**
NET: Dissatisfied	**178**	143	**	56	21	141	**	58	19	45	126	16	**
	9%	*10%*	**	*11%*	*11%*	*10%*	**	*12%*	*10%*	*15%* b	*10%*	*11%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	**1914**	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	**1903**	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very Dissatisfied	**59**	15	32	6	**	23	15	10	**	45	38	27	38	29	**
	3%	*5%*	*4%*	*6%*	**	*5%*	*3%*	*6%*	**	*3%*	*5%*	*5%*	*3%*	*3%*	**
Fairly Dissatisfied	**120**	23	47	9	**	35	27	7	**	89	54	41	79	56	**
	6%	*8%*	*7%*	*9%*	**	*7%*	*6%*	*4%*	**	*7%*	*6%*	*7%*	*7%*	*6%*	**
Neither Satisfied Nor Dissatisfied	**313**	35	119	13	**	77	74	21	**	219	129	87	185	154	**
	16%	*13%*	*17%*	*12%*	**	*16%*	*17%*	*13%*	**	*16%*	*15%*	*15%*	*16%*	*17%*	**
Fairly Satisfied	**651**	101	249	48	**	169	147	67	**	433	300	220	414	315	**
	34%	*37%*	*35%*	*45%*	**	*35%*	*34%*	*41%*	**	*32%*	*36%*	*37%*	*35%*	*35%*	**
				b								a			
Very Satisfied	**747**	101	266	29	**	179	165	58	**	541	311	211	458	356	**
	39%	*37%*	*37%*	*28%*	**	*37%*	*39%*	*36%*	**	*41%*	*37%*	*36%*	*39%*	*39%*	**
			c												
Don't Know (DO NOT READ OUT)	**13**	-	3	*	**	1	1	1	**	8	3	1	6	4	**
	1%	*-%*	**%*	**%*	**	**%*	**%*	**%*	**	*1%*	**%*	**%*	*1%*	**%*	**
NET: Satisfied	**1398**	202	515	77	**	348	311	125	**	974	612	431	872	672	**
	73%	*74%*	*72%*	*73%*	**	*72%*	*73%*	*76%*	**	*73%*	*73%*	*73%*	*74%*	*74%*	**
NET: Dissatisfied	**178**	37	79	15	**	58	41	17	**	134	92	69	117	85	**
	9%	*14%*	*11%*	*14%*	**	*12%*	*10%*	*10%*	**	*10%*	*11%*	*12%*	*10%*	*9%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	1914	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	1903	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very Dissatisfied	**59**	17	9	19	4	4	36	29	8	**	**	**	54	50	55	49	57
	3%	*4%*	*3%*	*6%*	*4%*	*4%*	*3%*	*3%*	*10%*	**	**	**	*3%*	*4%*	*3%*	*3%*	*3%*
Fairly Dissatisfied	**120**	35	20	25	7	3	74	50	4	**	**	**	108	92	108	91	118
	6%	*9%*	*7%*	*8%*	*8%*	*4%*	*6%*	*5%*	*6%*	**	**	**	*6%*	*6%*	*6%*	*6%*	*6%*
Neither Satisfied Nor Dissatisfied	**313**	69	34	45	9	7	197	156	8	**	**	**	292	231	292	224	299
	16%	*18%*	*12%*	*14%*	*9%*	*8%*	*17%*	*17%*	*11%*	**	**	**	*17%*	*16%*	*17%*	*16%*	*16%*
		bde															
Fairly Satisfied	**651**	128	103	125	34	40	390	330	22	**	**	**	598	496	605	507	635
	34%	*34%*	*37%*	*38%*	*38%*	*48%*	*34%*	*35%*	*29%*	**	**	**	*34%*	*35%*	*34%*	*35%*	*34%*
						a											
Very Satisfied	**747**	129	108	113	37	30	453	369	34	**	**	**	698	541	700	560	724
	39%	*34%*	*39%*	*35%*	*41%*	*36%*	*39%*	*39%*	*44%*	**	**	**	*40%*	*38%*	*40%*	*39%*	*39%*
									c								
Don't Know (DO NOT READ OUT)	**13**	*	1	1	-	-	5	4	-	**	**	**	6	6	6	4	13
	1%	**%*	**%*	**%*	*-%*	*-%*	**%*	**%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	*1%*
NET: Satisfied	**1398**	257	211	239	71	70	843	699	56	**	**	**	1296	1037	1305	1067	1359
	73%	*68%*	*77%*	*73%*	*78%*	*84%*	*73%*	*75%*	*74%*	**	**	**	*74%*	*73%*	*74%*	*74%*	*74%*
			a			**ac**											
NET: Dissatisfied	**178**	52	30	44	11	7	109	79	12	**	**	**	163	142	163	140	174
	9%	*14%*	*11%*	*13%*	*12%*	*8%*	*9%*	*8%*	*16%*	**	**	**	*9%*	*10%*	*9%*	*10%*	*9%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very Dissatisfied	59	42	52	20	**	14	24	28	31	17	**	2	17	15	23	21
	3%	4%	3%	5%	**	1%	30%	9%	2%	6%	**	3%	7%	7%	2%	7%
				b			a	b						b		b
Fairly Dissatisfied	120	66	112	16	**	64	14	31	89	23	**	6	21	9	85	26
	6%	6%	6%	4%	**	4%	17%	9%	6%	8%	**	7%	8%	4%	6%	9%
							a	b								
Neither Satisfied Nor Dissatisfied	313	190	289	65	**	189	15	68	245	45	**	12	36	22	237	54
	16%	18%	16%	17%	**	12%	18%	21%	16%	16%	**	16%	14%	11%	17%	18%
								b							a	a
Fairly Satisfied	651	358	601	133	**	588	12	120	532	86	**	30	83	78	478	93
	34%	34%	34%	35%	**	37%	15%	36%	34%	30%	**	38%	33%	39%	34%	31%
						b										
Very Satisfied	747	396	710	147	**	715	12	77	669	112	**	29	93	76	564	103
	39%	38%	40%	39%	**	45%	15%	24%	43%	40%	**	37%	37%	38%	40%	35%
						b			a							
Don't Know (DO NOT READ OUT)	13	1	7	1	**	8	4	5	8	*	**	-	1	1	13	*
	1%	*%	*%	*%	**	1%	5%	2%	1%	*%	**	-%	*%	*%	1%	*%
							a									
NET: Satisfied	1398	755	1311	281	**	1303	24	197	1201	198	**	59	176	155	1042	196
	73%	72%	74%	74%	**	83%	30%	60%	76%	70%	**	74%	70%	77%	74%	66%
						b			a					c	c	
NET: Dissatisfied	178	108	164	36	**	78	38	59	120	40	**	8	38	24	108	47
	9%	10%	9%	9%	**	5%	47%	18%	8%	14%	**	10%	15%	12%	8%	16%
							a	b						b		b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very Dissatisfied	**59**	14	5	40	44	15
	3%	*6%*	*4%*	*3%*	*4%*	*2%*
		c			b	
Fairly Dissatisfied	**120**	20	9	90	69	51
	6%	*9%*	*7%*	*6%*	*7%*	*6%*
Neither Satisfied Nor Dissatisfied	**313**	34	17	259	180	133
	16%	*15%*	*14%*	*17%*	*18%*	*15%*
Fairly Satisfied	**651**	75	46	523	341	310
	34%	*33%*	*37%*	*34%*	*33%*	*35%*
Very Satisfied	**747**	81	45	613	385	361
	39%	*36%*	*36%*	*40%*	*38%*	*41%*
Don't Know (DO NOT READ OUT)	**13**	1	2	11	5	8
	1%	**%*	*2%*	*1%*	*1%*	*1%*
NET: Satisfied	**1398**	156	91	1136	727	671
	73%	*69%*	*73%*	*74%*	*71%*	*76%*
						a
NET: Dissatisfied	**178**	34	14	130	113	66
	9%	*15%*	*11%*	*8%*	*11%*	*8%*
		c			b	

Columns Tested: a,b,c - a,b

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very Dissatisfied	**59**	10	9	5	4	6	*	3	5	6	7	2	3
	3%	*6%*	*6%*	*3%*	*2%*	*4%*	**%*	*3%*	*3%*	*3%*	*4%*	*1%*	*2%*
		dfk	**dfk**								**fk**		
Fairly Dissatisfied	**120**	13	4	19	15	19	2	8	10	8	6	10	5
	6%	*8%*	*2%*	*13%*	*7%*	*11%*	*2%*	*8%*	*7%*	*4%*	*4%*	*5%*	*4%*
		bf		**bfijkl**	f	**bfijkl**		f	f				
Neither Satisfied Nor Dissatisfied	**313**	34	27	20	35	22	22	21	27	40	26	23	16
	16%	*20%*	*17%*	*14%*	*17%*	*13%*	*21%*	*19%*	*19%*	*17%*	*16%*	*12%*	*13%*
		k											
Fairly Satisfied	**651**	47	42	50	94	67	31	43	44	69	46	65	56
	34%	*27%*	*26%*	*34%*	*46%*	*40%*	*30%*	*39%*	*32%*	*30%*	*28%*	*34%*	*46%*
					abcfhijk	**abij**		**abj**					**abcfhijk**
Very Satisfied	**747**	69	73	49	55	54	48	34	54	105	77	88	41
	39%	*40%*	*46%*	*33%*	*27%*	*32%*	*46%*	*31%*	*38%*	*46%*	*47%*	*47%*	*34%*
		d	**cdegl**				**cdeg**		d	**cdegl**	**cdegl**	**cdegl**	
Don't Know (DO NOT READ OUT)	**13**	-	3	5	-	*	2	-	*	-	2	-	*
	1%	*-%*	*2%*	*3%*	*-%*	**%*	*2%*	*-%*	**%*	*-%*	*1%*	*-%*	**%*
			adik	**adeghik**			**di**						
NET: Satisfied	**1398**	116	115	99	149	120	79	76	98	174	123	153	97
	73%	*67%*	*72%*	*67%*	*74%*	*72%*	*75%*	*70%*	*70%*	*76%*	*75%*	*81%*	*80%*
										ac		**acegh**	**ac**
NET: Dissatisfied	**178**	24	13	24	18	25	2	11	15	14	13	12	7
	9%	*14%*	*8%*	*16%*	*9%*	*15%*	*2%*	*10%*	*11%*	*6%*	*8%*	*6%*	*6%*
		fikl	f	**bdfijkl**	f	**fijkl**		f	f		f		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very Dissatisfied	**59**	24	10	14	11
	3%	*5%*	*2%*	*3%*	*2%*
		bd			
Fairly Dissatisfied	**120**	36	35	27	21
	6%	*8%*	*7%*	*6%*	*4%*
		d			
Neither Satisfied Nor Dissatisfied	**313**	82	78	88	65
	16%	*17%*	*17%*	*18%*	*14%*
				d	
Fairly Satisfied	**651**	138	192	155	166
	34%	*29%*	*40%*	*33%*	*35%*
			ac		a
Very Satisfied	**747**	191	156	192	207
	39%	*40%*	*33%*	*40%*	*44%*
		b		b	b
Don't Know (DO NOT READ OUT)	**13**	8	2	*	3
	1%	*2%*	*%*	*%*	*1%*
		c			
NET: Satisfied	**1398**	330	348	348	373
	73%	*69%*	*73%*	*73%*	*79%*
					abc
NET: Dissatisfied	**178**	61	45	41	32
	9%	*13%*	*10%*	*9%*	*7%*
		cd			

Columns Tested: a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**1914**	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	**1903**	1825	50	16	12	-	77	607	427	109	41	55
Very Dissatisfied	**35**	34	1	*	*	**	1	8	11	2	2	*
	2%	*2%*	*1%*	*2%*	*1%*	**	*1%*	*1%*	*3%*	*2%*	*4%*	*1%*
Fairly Dissatisfied	**83**	80	1	*	1	**	3	33	19	1	2	1
	4%	*4%*	*3%*	*2%*	*5%*	**	*3%*	*5%* c	*4%*	*1%*	*5%*	*2%*
Neither Satisfied Nor Dissatisfied	**265**	255	6	2	2	**	10	78	74	19	2	6
	14%	*14%*	*13%*	*12%*	*14%*	**	*13%*	*13%*	*17%* d	*18%* d	*6%*	*11%*
Fairly Satisfied	**711**	683	19	6	3	**	28	229	160	46	19	17
	37%	*37%*	*38%*	*38%*	*30%*	**	*37%*	*38%*	*38%*	*43%* e	*46%* e	*30%*
Very Satisfied	**796**	761	22	7	6	**	35	256	163	40	16	28
	42%	*42%*	*45%*	*45%*	*50%*	**	*45%*	*42%*	*38%*	*37%*	*39%*	*51%* **bc**
Don't Know (DO NOT READ OUT)	**12**	11	*	-	-	**	*	4	*	*	-	3
	1%	*1%*	*1%*	*-%*	*-%*	**	**%*	*1%*	**%*	**%*	*-%*	*5%* **abc**
NET: Satisfied	**1508**	1444	41	13	9	**	64	485	323	87	35	44
	79%	*79%*	*82%*	*83%*	*80%*	**	*82%*	*80%*	*76%*	*80%*	*85%*	*81%*
NET: Dissatisfied	**118**	115	2	1	1	**	3	41	30	3	4	2
	6%	*6%*	*4%*	*5%*	*6%*	**	*5%*	*7%*	*7%*	*3%*	*9%*	*3%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very Dissatisfied	**35**	-	2	12	2	2	8	*	5	2	33	*	1	*
	2%	*-%*	*2%*	*4%*	*2%*	*1%*	*3%*	**%*	*3%*	*1%*	*2%*	**%*	*1%*	*1%*
				agkm	k		**gkm**		**gkm**		k			
Fairly Dissatisfied	**83**	4	5	29	2	6	10	6	8	6	75	3	2	3
	4%	*2%*	*3%*	*9%*	*3%*	*4%*	*3%*	*3%*	*5%*	*4%*	*5%*	*3%*	*2%*	*3%*
				afgjklm										
Neither Satisfied Nor Dissatisfied	**265**	17	7	54	10	21	50	38	26	10	233	11	13	9
	14%	*10%*	*5%*	*16%*	*14%*	*13%*	*17%*	*20%*	*18%*	*7%*	*14%*	*12%*	*15%*	*10%*
				bim		b	**bim**	**abikm**	**bim**		**bi**	b	b	
Fairly Satisfied	**711**	67	62	130	34	59	103	71	48	43	616	28	35	32
	37%	*40%*	*43%*	*40%*	*45%*	*38%*	*35%*	*37%*	*33%*	*31%*	*38%*	*32%*	*39%*	*35%*
Very Satisfied	**796**	78	67	99	27	66	121	73	55	79	665	45	39	47
	42%	*47%*	*47%*	*30%*	*36%*	*43%*	*41%*	*38%*	*39%*	*56%*	*41%*	*51%*	*43%*	*51%*
		c	c			c	c			**cdefghjl**	c	**cdfghj**	c	**cdfghj**
Don't Know (DO NOT READ OUT)	**12**	-	-	4	-	2	*	2	2	-	10	1	-	*
	1%	*-%*	*-%*	*1%*	*-%*	*1%*	**%*	*1%*	*1%*	*-%*	*1%*	*1%*	*-%*	**%*
NET: Satisfied	**1508**	145	129	229	61	124	224	144	103	122	1282	74	74	79
	79%	*87%*	*90%*	*70%*	*81%*	*80%*	*76%*	*76%*	*72%*	*87%*	*78%*	*83%*	*82%*	*87%*
		cfghj	**cfghj**			c				**cfghj**	c	**ch**	**ch**	**cfghj**
NET: Dissatisfied	**118**	4	7	41	4	8	18	6	12	8	109	3	3	3
	6%	*2%*	*5%*	*13%*	*5%*	*5%*	*6%*	*3%*	*9%*	*6%*	*7%*	*3%*	*3%*	*4%*
				abefgjk lm					**akl**					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very Dissatisfied	**35**	2	*	10	**	2	11	*	4	2	33	*	1	*
	2%	*1%*	**%*	*3%*	**	*2%*	*3%*	**%*	*2%*	*1%*	*2%*	**%*	*1%*	*1%*
				gkm	k		**gkm**		k		k			
Fairly Dissatisfied	**83**	4	3	23	**	2	16	6	10	6	75	3	2	3
	4%	*2%*	*2%*	*8%*	**	*1%*	*5%*	*4%*	*6%*	*4%*	*5%*	*3%*	*2%*	*3%*
				aeklm	**ael**				l					
Neither Satisfied Nor Dissatisfied	**265**	24	6	48	**	20	59	30	24	13	230	11	16	9
	14%	*12%*	*5%*	*16%*	**	*15%*	*18%*	*18%*	*16%*	*8%*	*14%*	*11%*	*16%*	*10%*
				bim		b	**bikm**	**bim**	**bi**		**bi**		**bim**	
Fairly Satisfied	**711**	70	48	130	**	42	110	64	59	57	610	35	35	31
	37%	*36%*	*41%*	*43%*	**	*31%*	*34%*	*39%*	*40%*	*35%*	*38%*	*37%*	*36%*	*35%*
				ef										
Very Satisfied	**796**	97	59	91	**	65	128	63	52	87	663	46	40	47
	42%	*49%*	*51%*	*30%*	**	*49%*	*39%*	*39%*	*34%*	*53%*	*41%*	*48%*	*42%*	*52%*
		ch	**ch**			**ch**	c			**cdfghjl**	c	**ch**	c	**cdfghjl**
Don't Know (DO NOT READ OUT)	**12**	-	-	2	**	2	2	*	2	-	8	1	2	*
	1%	*-%*	*-%*	*1%*	**	*1%*	*1%*	**%*	*1%*	*-%*	*1%*	*1%*	*2%*	**%*
													jm	
NET: Satisfied	**1508**	167	107	221	**	107	238	127	111	144	1273	81	75	78
	79%	*85%*	*92%*	*72%*	**	*80%*	*73%*	*78%*	*74%*	*87%*	*79%*	*84%*	*78%*	*86%*
		cfhcdefghjl								**cfghjl**	c	**cfh**		**cfghjl**
NET: Dissatisfied	**118**	6	3	34	**	4	27	6	13	8	109	3	3	3
	6%	*3%*	*3%*	*11%*	**	*3%*	*8%*	*4%*	*9%*	*5%*	*7%*	*3%*	*3%*	*4%*
				abegjkl m	**abegklm**		**klm**		**kl**		**kl**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very Dissatisfied	35	**	7	**	*	6	2	5	12	34	2	33	2	32	3
	2%	**	4%	**	*%	1%	3%	6%	2%	2%	*%	2%	1%	2%	3%
			de					deh		b					
Fairly Dissatisfied	83	**	11	**	9	27	4	7	25	76	7	77	6	77	6
	4%	**	6%	**	6%	5%	5%	8%	3%	5%	2%	4%	3%	4%	6%
								h		b					
Neither Satisfied Nor Dissatisfied	265	**	26	**	27	71	4	13	112	219	47	236	29	255	10
	14%	**	14%	**	18%	13%	6%	16%	14%	14%	12%	14%	17%	14%	10%
			f	f	f			f	f						
Fairly Satisfied	711	**	71	**	58	206	25	27	290	568	143	641	70	675	36
	37%	**	39%	**	38%	38%	33%	33%	37%	37%	38%	37%	41%	38%	35%
Very Satisfied	796	**	64	**	58	233	41	30	331	620	177	733	63	748	48
	42%	**	35%	**	38%	43%	54%	37%	43%	41%	47%	42%	37%	42%	46%
							bdgh				a				
Don't Know (DO NOT READ OUT)	12	**	5	**	-	*	*	-	7	11	1	10	2	10	2
	1%	**	3%	**	-%	*%	*%	-%	1%	1%	*%	1%	1%	1%	2%
			deh												
NET: Satisfied	1508	**	135	**	116	440	67	57	621	1188	320	1374	134	1423	84
	79%	**	73%	**	76%	81%	87%	69%	80%	78%	85%	79%	77%	79%	80%
		bdg				bg	bg		bg		a				
NET: Dissatisfied	118	**	18	**	9	33	6	12	37	110	8	110	8	110	9
	6%	**	10%	**	6%	6%	8%	15%	5%	7%	2%	6%	5%	6%	8%
			h					acdeh		b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very Dissatisfied	35	15	8	11	24	9	2	**	**	**	**	**	33	2	9	15	11
	2%	1%	3%	3%	2%	3%	5%	**	**	**	**	**	2%	4%	1%	2%	3%
																	a
Fairly Dissatisfied	83	43	10	25	59	22	1	**	**	**	**	**	82	1	21	38	24
	4%	4%	3%	6%	4%	7%	3%	**	**	**	**	**	4%	3%	3%	5%	6%
						ai											a
Neither Satisfied Nor Dissatisfied	265	148	49	68	208	54	3	**	**	**	**	**	262	3	88	120	57
	14%	13%	16%	16%	14%	17%	6%	**	**	**	**	**	14%	6%	12%	15%	15%
						cj											
Fairly Satisfied	711	423	120	157	563	114	31	**	**	**	**	**	677	34	278	285	149
	37%	38%	38%	36%	37%	36%	69%	**	**	**	**	**	37%	65%	38%	36%	40%
							abi							abi			
Very Satisfied	796	488	130	167	668	116	8	**	**	**	**	**	784	12	332	336	128
	42%	43%	41%	39%	44%	37%	17%	**	**	**	**	**	42%	22%	45%	42%	35%
					bcj	cj							bcj		c	c	
Don't Know (DO NOT READ OUT)	12	7	*	3	11	1	-	**	**	**	**	**	12	-	6	5	1
	1%	1%	*%	1%	1%	*%	-%	**	**	**	**	**	1%	-%	1%	1%	*%
NET: Satisfied	1508	911	249	324	1231	231	39	**	**	**	**	**	1462	46	610	621	277
	79%	81%	79%	75%	80%	73%	86%	**	**	**	**	**	79%	87%	83%	78%	75%
		c			b		b						b	b	bc		
NET: Dissatisfied	118	59	18	36	83	31	3	**	**	**	**	**	115	3	30	53	35
	6%	5%	6%	8%	5%	10%	7%	**	**	**	**	**	6%	6%	4%	7%	9%
				a		ai										a	a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very Dissatisfied	**35**	26	15	28	13	8	20	23	4	**	**	**	**	**	13	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*6%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
									a													
Fairly Dissatisfied	**83**	69	39	74	34	31	54	65	6	**	**	**	**	**	33	**	**	**	**	**	**	**
	4%	*5%*	*5%*	*5%*	*5%*	*6%*	*5%*	*5%*	*8%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
									c		ac											
Neither Satisfied Nor Dissatisfied	**265**	189	119	202	101	80	172	178	10	**	**	**	**	**	100	**	**	**	**	**	**	**
	14%	*14%*	*14%*	*14%*	*15%*	*17%*	*15%*	*13%*	*14%*	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
										ab	a											
Fairly Satisfied	**711**	487	342	542	257	194	424	489	29	**	**	**	**	**	247	**	**	**	**	**	**	**
	37%	*36%*	*41%*	*37%*	*38%*	*41%*	*37%*	*37%*	*43%*	**	**	**	**	**	*38%*	**	**	**	**	**	**	**
			a																			
Very Satisfied	**796**	556	323	599	270	162	459	564	19	**	**	**	**	**	257	**	**	**	**	**	**	**
	42%	*42%*	*38%*	*41%*	*40%*	*34%*	*41%*	*42%*	*28%*	**	**	**	**	**	*40%*	**	**	**	**	**	**	**
		e		e	e		e	bd														
Don't Know (DO NOT READ OUT)	**12**	9	2	9	1	2	3	9	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	*1%*	*%*	*1%*	*%*	*%*	*%*	*1%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
NET: Satisfied	**1508**	1043	665	1141	527	356	883	1053	48	**	**	**	**	**	504	**	**	**	**	**	**	**
	79%	*78%*	*79%*	*78%*	*78%*	*75%*	*78%*	*79%*	*71%*	**	**	**	**	**	*77%*	**	**	**	**	**	**	**
			e					d														
NET: Dissatisfied	**118**	95	53	102	47	39	74	87	10	**	**	**	**	**	46	**	**	**	**	**	**	**
	6%	*7%*	*6%*	*7%*	*7%*	*8%*	*7%*	*7%*	*15%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
									ac		c											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very Dissatisfied	35	9	6	6	6	**	4	*	9	-	**	11	**	2	31	5
	2%	2%	2%	2%	3%	**	2%	*%	6% abd	-%	**	2%	**	1%	2%	3%
Fairly Dissatisfied	83	23	16	26	9	**	16	3	9	5	**	21	**	12	73	10
	4%	5%	4%	6%	4%	**	7% b	2%	6%	4%	**	5%	**	6%	4%	8%
Neither Satisfied Nor Dissatisfied	265	40	59	72	27	**	29	25	24	21	**	70	**	26	256	9
	14%	9%	16% a	18% a	14% a	**	12%	18%	14%	17%	**	16%	**	13%	14% b	7%
Fairly Satisfied	711	174	140	143	76	**	87	56	62	50	**	163	**	74	668	44
	37%	38%	37%	35%	39%	**	36%	39%	38%	40%	**	37%	** ac	37%	38%	33%
Very Satisfied	796	206	156	160	75	**	106	59	58	47	**	177	**	83	731	65
	42%	45%	41%	39%	39%	**	44%	41%	36%	38%	**	40% b	**	42% b	41%	49%
Don't Know (DO NOT READ OUT)	12	5	2	3	*	**	*	1	-	-	**	1	**	*	12	-
	1%	1%	1%	1%	*%	**	*%	*%	-%	-%	**	*%	**	*%	1%	-%
NET: Satisfied	1508	380	296	303	151	**	193	115	120	97	**	340	**	158	1398	109
	79%	83% c	78%	74%	78%	**	80%	80%	74%	79%	**	77%	**	79%	79%	82%
NET: Dissatisfied	118	32	22	32	15	**	20	3	18	5	**	32	**	14	103	15
	6%	7%	6%	8%	8%	**	8% b	2%	11% bd	4%	**	7%	**	7%	6%	11% a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very Dissatisfied	**35**	28	**	7	6	28	**	7	7	13	18	4	**
	2%	*2%*	**	*1%*	*3%*	*2%*	**	*1%*	*3%*	*4%* b	*1%*	*3%*	**
Fairly Dissatisfied	**83**	74	**	19	14	72	**	22	12	18	67	17	**
	4%	*5%*	**	*4%*	*8%* a	*5%*	**	*4%*	*6%*	*6%*	*5%*	*12%* ab	**
Neither Satisfied Nor Dissatisfied	**265**	202	**	88	13	198	**	86	15	38	183	17	**
	14%	*14%*	**	*18%* b	*7%*	*14%*	**	*18%* b	*8%*	*12%*	*15%*	*12%*	**
Fairly Satisfied	**711**	536	**	194	63	533	**	190	67	110	458	57	**
	37%	*37%*	**	*40%*	*34%*	*37%*	**	*39%*	*35%*	*36%*	*37%*	*42%*	**
Very Satisfied	**796**	599	**	182	88	590	**	180	90	129	516	40	**
	42%	*41%*	**	*37%*	*47%* a	*41%*	**	*37%*	*47%* a	*42%* c	*41%* c	*29%*	**
Don't Know (DO NOT READ OUT)	**12**	9	**	*	1	9	**	*	1	1	9	3	**
	1%	*1%*	**	**%*	**%*	*1%*	**	**%*	**%*	**%*	*1%*	*2%* a	**
NET: Satisfied	**1508**	1135	**	376	151	1123	**	370	158	239	974	97	**
	79%	*78%*	**	*77%*	*81%*	*79%*	**	*76%*	*82%*	*78%*	*78%* c	*71%*	**
NET: Dissatisfied	**118**	102	**	26	21	100	**	28	19	30	85	21	**
	6%	*7%*	**	*5%*	*11%* a	*7%*	**	*6%*	*10%*	*10%* b	*7%*	*15%* b	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1914	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	1903	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very Dissatisfied	35	4	8	4	**	9	5	6	**	26	14	11	21	20	**
	2%	1%	1%	4%	**	2%	1%	4%	**	2%	2%	2%	2%	2%	**
				b				b							
Fairly Dissatisfied	83	15	34	9	**	20	26	13	**	69	39	30	60	43	**
	4%	5%	5%	8%	**	4%	6%	8%	**	5%	5%	5%	5%	5%	**
								a							
Neither Satisfied Nor Dissatisfied	265	42	105	12	**	77	64	24	**	189	118	93	162	118	**
	14%	15%	15%	11%	**	16%	15%	14%	**	14%	14%	16%	14%	13%	**
Fairly Satisfied	711	103	301	48	**	185	165	53	**	487	340	227	432	367	**
	37%	38%	42%	46%	**	38%	39%	32%	**	36%	41%	39%	37%	40%	**
											a				
Very Satisfied	796	111	265	33	**	192	167	67	**	556	322	226	498	363	**
	42%	40%	37%	31%	**	40%	39%	41%	**	42%	39%	39%	42%	40%	**
Don't Know (DO NOT READ OUT)	12	-	2	*	**	1	1	1	**	9	2	1	7	3	**
	1%	-%	*%	*%	**	*%	*%	*%	**	1%	*%	*%	1%	*%	**
NET: Satisfied	1508	214	566	80	**	377	331	120	**	1043	662	453	930	730	**
	79%	78%	79%	77%	**	78%	78%	73%	**	78%	79%	77%	79%	80%	**
NET: Dissatisfied	118	19	42	12	**	29	31	20	**	95	53	41	81	63	**
	6%	7%	6%	12%	**	6%	7%	12%	**	7%	6%	7%	7%	7%	**
				b				a							

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	1914	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	1903	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very Dissatisfied	**35**	3	7	7	4	*	15	14	1	**	**	**	31	26	31	33	35
	2%	*1%*	*3%*	*2%*	*5%*	**%*	*1%*	*2%*	*1%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
			a		a												
Fairly Dissatisfied	**83**	23	18	12	5	8	54	41	8	**	**	**	78	69	78	63	81
	4%	*6%*	*6%*	*4%*	*6%*	*10%*	*5%*	*4%*	*10%*	**	**	**	*4%*	*5%*	*4%*	*4%*	*4%*
						c											
Neither Satisfied Nor Dissatisfied	**265**	71	32	64	13	14	170	125	13	**	**	**	251	209	251	195	252
	14%	*19%*	*12%*	*19%*	*14%*	*16%*	*15%*	*13%*	*17%*	**	**	**	*14%*	*15%*	*14%*	*14%*	*14%*
		b		b													
Fairly Satisfied	**711**	147	124	114	29	32	426	381	19	**	**	**	653	525	660	536	691
	37%	*39%*	*45%*	*35%*	*32%*	*39%*	*37%*	*41%*	*25%*	**	**	**	*37%*	*37%*	*37%*	*37%*	*37%*
			cd														
Very Satisfied	**796**	134	94	131	39	29	483	372	36	**	**	**	737	580	739	606	775
	42%	*35%*	*34%*	*40%*	*43%*	*35%*	*42%*	*40%*	*47%*	**	**	**	*42%*	*41%*	*42%*	*42%*	*42%*
Don't Know (DO NOT READ OUT)	**12**	*	1	1	-	-	6	3	-	**	**	**	8	7	8	3	12
	1%	**%*	**%*	**%*	*-%*	*-%*	*1%*	**%*	*-%*	**	**	**	**%*	*1%*	**%*	**%*	*1%*
NET: Satisfied	**1508**	281	218	245	68	61	909	753	54	**	**	**	1390	1105	1399	1142	1466
	79%	*74%*	*79%*	*75%*	*75%*	*74%*	*79%*	*80%*	*72%*	**	**	**	*79%*	*78%*	*79%*	*80%*	*79%*
NET: Dissatisfied	**118**	25	25	19	10	8	69	55	9	**	**	**	109	95	109	96	116
	6%	*7%*	*9%*	*6%*	*11%*	*10%*	*6%*	*6%*	*11%*	**	**	**	*6%*	*7%*	*6%*	*7%*	*6%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very Dissatisfied	35	31	31	9	**	8	22	31	5	7	**	4	5	7	18	10
	2%	3%	2%	2%	**	1%	27%	9%	*%	2%	**	5%	2%	3%	1%	3%
		b					a	b						b		b
Fairly Dissatisfied	83	51	81	20	**	20	28	36	47	19	**	7	18	9	53	20
	4%	5%	5%	5%	**	1%	34%	11%	3%	7%	**	8%	7%	4%	4%	7%
							a	b								b
Neither Satisfied Nor Dissatisfied	265	150	249	61	**	157	6	70	195	26	**	12	21	30	202	33
	14%	14%	14%	16%	**	10%	8%	21%	12%	9%	**	15%	9%	15%	14%	11%
								b								
Fairly Satisfied	711	389	648	132	**	617	14	126	586	113	**	28	103	76	519	114
	37%	37%	37%	35%	**	39%	18%	38%	37%	40%	**	36%	41%	38%	37%	39%
						b										
Very Satisfied	796	429	756	156	**	768	9	61	735	118	**	29	104	79	595	118
	42%	41%	43%	41%	**	49%	11%	19%	47%	42%	**	36%	41%	39%	43%	40%
						b			a							
Don't Know (DO NOT READ OUT)	12	3	5	3	**	9	2	5	7	-	**	-	1	1	11	-
	1%	*%	*%	1%	**	1%	3%	1%	*%	-%	**	-%	*%	*%	1%	-%
							a	b								
NET: Satisfied	1508	818	1404	288	**	1385	23	187	1321	231	**	57	207	155	1115	233
	79%	78%	79%	76%	**	88%	28%	57%	84%	82%	**	72%	82%	77%	80%	78%
						b			a				a			
NET: Dissatisfied	118	82	112	29	**	28	50	66	52	26	**	11	22	16	72	31
	6%	8%	6%	8%	**	2%	61%	20%	3%	9%	**	13%	9%	8%	5%	10%
							a	b								b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very Dissatisfied	**35**	7	4	24	24	11
	2%	*3%*	*3%*	*2%*	*2%*	*1%*
Fairly Dissatisfied	**83**	15	5	63	43	40
	4%	*7%*	*4%*	*4%*	*4%*	*5%*
Neither Satisfied Nor Dissatisfied	**265**	33	21	211	147	118
	14%	*15%*	*17%*	*14%*	*14%*	*13%*
Fairly Satisfied	**711**	83	53	569	398	313
	37%	*37%*	*42%*	*37%*	*39%*	*36%*
Very Satisfied	**796**	87	40	660	407	389
	42%	*39%*	*32%*	*43%*	*40%*	*44%*
				b		a
Don't Know (DO NOT READ OUT)	**12**	*	2	9	5	7
	1%	**%*	*2%*	*1%*	**%*	*1%*
NET: Satisfied	**1508**	170	93	1228	805	703
	79%	*75%*	*75%*	*80%*	*79%*	*80%*
NET: Dissatisfied	**118**	22	9	88	67	51
	6%	*10%*	*7%*	*6%*	*7%*	*6%*
		c				

Columns Tested: a,b,c - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1914	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	1903	174	159	148	202	167	105	109	140	228	164	188	120
Very Dissatisfied	35	3	7	4	5	2	-	*	2	5	7	1	-
	2%	*2%*	*4%*	*3%*	*3%*	*1%*	*-%*	**%*	*2%*	*2%*	*4%*	**%*	*-%*
			fgkl								**fgkl**		
Fairly Dissatisfied	83	11	10	8	9	9	*	8	2	8	11	6	*
	4%	*6%*	*6%*	*6%*	*5%*	*5%*	**%*	*7%*	*2%*	*3%*	*7%*	*3%*	**%*
		fhl	**fl**	**fl**	**fl**	**fl**		**fhl**		**l**	**fhl**		
Neither Satisfied Nor Dissatisfied	265	20	15	22	39	25	14	27	21	31	17	20	14
	14%	*11%*	*10%*	*15%*	*19%*	*15%*	*14%*	*25%*	*15%*	*13%*	*10%*	*10%*	*12%*
					abjk			**abcefijkl**					
Fairly Satisfied	711	58	44	50	77	85	40	47	55	86	51	70	49
	37%	*33%*	*28%*	*33%*	*38%*	*51%*	*38%*	*44%*	*40%*	*38%*	*31%*	*38%*	*40%*
					b	**abcdfijk**		**bj**	b				b
Very Satisfied	796	82	83	59	72	46	48	26	58	99	74	92	57
	42%	*47%*	*52%*	*40%*	*36%*	*28%*	*46%*	*24%*	*42%*	*44%*	*45%*	*49%*	*47%*
		deg	**cdeg**	**eg**	g		**eg**		**eg**	**eg**	**eg**	**deg**	**deg**
Don't Know (DO NOT READ OUT)	12	-	1	4	-	-	2	-	*	-	4	*	*
	1%	*-%*	**%*	*3%*	*-%*	*-%*	*2%*	*-%*	**%*	*-%*	*2%*	**%*	**%*
				adegik			**di**				**adeik**		
NET: Satisfied	1508	140	126	109	149	131	88	74	114	185	125	162	105
	79%	*81%*	*80%*	*73%*	*73%*	*79%*	*84%*	*68%*	*81%*	*81%*	*76%*	*86%*	*88%*
		g	g			g	**dg**		g	g		**cdgj**	**cdgj**
NET: Dissatisfied	118	14	16	13	15	11	*	8	5	12	18	6	*
	6%	*8%*	*10%*	*8%*	*7%*	*7%*	**%*	*8%*	*3%*	*5%*	*11%*	*3%*	**%*
		fkl	**fhkl**	**fkl**	**fl**	**fl**		**fl**		**fl**	**fhikl**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very Dissatisfied	**35**	13	7	7	8
	2%	*3%*	*2%*	*1%*	*2%*
Fairly Dissatisfied	**83**	29	19	18	17
	4%	*6%*	*4%*	*4%*	*4%*
Neither Satisfied Nor Dissatisfied	**265**	58	78	79	51
	14%	*12%*	*16%*	*17%*	*11%*
			ad	**ad**	
Fairly Satisfied	**711**	151	202	189	170
	37%	*31%*	*43%*	*40%*	*36%*
			ad	a	
Very Satisfied	**796**	224	166	184	222
	42%	*47%*	*35%*	*39%*	*47%*
		bc			**bc**
Don't Know (DO NOT READ OUT)	**12**	5	2	*	5
	1%	*1%*	**%*	**%*	*1%*
		c			c
NET: Satisfied	**1508**	375	368	373	393
	79%	*78%*	*78%*	*78%*	*83%*
					ab
NET: Dissatisfied	**118**	43	26	25	24
	6%	*9%*	*6%*	*5%*	*5%*
		bcd			

Columns Tested: a,b,c,d

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1914	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	1903	1825	50	16	12	-	77	607	427	109	41	55
Very Dissatisfied	**33**	32	1	-	*	**	1	11	9	2	-	*
	2%	*2%*	*1%*	*-%*	*2%*	**	*1%*	*2%*	*2%*	*2%*	*-%*	*1%*
Fairly Dissatisfied	**50**	48	1	1	*	**	2	17	9	*	2	5
	3%	*3%*	*2%*	*3%*	*2%*	**	*2%*	*3%*	*2%*	**%*	*5%* c	*8%* **abc**
Neither Satisfied Nor Dissatisfied	**224**	215	6	2	1	**	9	60	56	20	7	1
	12%	*12%*	*13%*	*10%*	*8%*	**	*11%*	*10%* e	*13%* e	*19%* **ae**	*18%* e	*2%*
Fairly Satisfied	**553**	532	13	5	3	**	21	199	149	36	11	10
	29%	*29%*	*27%*	*28%*	*26%*	**	*27%*	*33%* e	*35%* e	*33%* e	*28%*	*17%*
Very Satisfied	**649**	619	18	7	6	**	31	191	126	28	15	25
	34%	*34%*	*35%*	*45%* **ab**	*50%* **abf**	**	*39%* a	*31%*	*29%*	*26%*	*37%*	*45%* **abc**
Don't Know (DO NOT READ OUT)	**393**	379	11	2	1	**	14	129	79	22	5	15
	21%	*21%*	*21%*	*14%*	*13%*	**	*19%*	*21%*	*19%*	*20%*	*13%*	*27%* **bd**
NET: Satisfied	**1202**	1151	31	12	9	**	51	390	274	64	26	34
	63%	*63%*	*62%*	*73%* **ab**	*76%* **ab**	**	*67%*	*64%*	*64%*	*59%*	*64%*	*62%*
NET: Dissatisfied	**83**	80	2	1	*	**	3	28	18	3	2	5
	4%	*4%*	*4%*	*3%*	*3%*	**	*3%*	*5%*	*4%*	*3%*	*5%*	*9%* **bc**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1914	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	1903	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very Dissatisfied	33	-	2	8	2	2	10	4	-	2	30	1	1	1
	2%	-%	1%	3%	2%	1%	3%	2%	-%	1%	2%	1%	1%	1%
							ahm							
Fairly Dissatisfied	50	8	-	10	-	6	7	6	3	5	44	2	3	1
	3%	5%	-%	3%	-%	4%	2%	3%	2%	3%	3%	2%	3%	1%
		bm												
Neither Satisfied Nor Dissatisfied	224	9	6	47	4	13	47	30	15	17	187	9	15	13
	12%	5%	4%	14%	6%	8%	16%	16%	10%	12%	11%	10%	17%	14%
				ab			abej	ab		b	ab		abdejk	ab
Fairly Satisfied	553	49	45	107	35	43	81	49	44	26	479	25	24	25
	29%	29%	32%	33%	47%	28%	28%	26%	31%	18%	29%	28%	26%	28%
			i	iaefghijklm					i		i			
Very Satisfied	649	55	71	78	22	61	92	60	49	59	547	33	34	36
	34%	33%	50%	24%	29%	39%	32%	31%	34%	42%	33%	37%	38%	39%
			acdfghjk			c			c	c	c	c	c	c
Don't Know (DO NOT READ OUT)	393	46	19	78	12	29	56	41	32	32	346	20	12	16
	21%	27%	13%	24%	16%	19%	19%	22%	23%	23%	21%	22%	14%	17%
		blm		bl				l	l	l	l	l		
NET: Satisfied	1202	104	116	185	57	104	173	109	93	85	1026	58	58	61
	63%	62%	81%	56%	75%	68%	59%	57%	65%	61%	63%	65%	65%	67%
			acefghij klm		cfg	c								c
NET: Dissatisfied	83	8	2	18	2	8	17	9	3	6	74	3	4	2
	4%	5%	1%	6%	2%	5%	6%	5%	2%	5%	5%	3%	5%	2%
				m			m							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very Dissatisfied	**33**	-	2	8	**	2	10	4	-	2	30	1	1	1
	2%	*-%*	*2%*	*3%*	**	*2%*	*3%*	*2%*	*-%*	*1%*	*2%*	*1%*	*1%*	*1%*
							am							
Fairly Dissatisfied	**50**	8	*	6	**	6	11	6	3	5	44	2	3	1
	3%	*4%*	**%*	*2%*	**	*5%*	*3%*	*4%*	*2%*	*3%*	*3%*	*2%*	*3%*	*1%*
Neither Satisfied Nor Dissatisfied	**224**	17	5	45	**	7	45	26	15	17	184	11	15	13
	12%	*8%*	*4%*	*15%*	**	*5%*	*14%*	*16%*	*10%*	*10%*	*11%*	*12%*	*16%*	*14%*
				be			**be**	**be**			e	e	**abej**	**be**
Fairly Satisfied	**553**	47	41	95	**	37	96	48	48	39	475	29	24	25
	29%	*24%*	*35%*	*31%*	**	*28%*	*29%*	*29%*	*32%*	*24%*	*29%*	*31%*	*25%*	*27%*
Very Satisfied	**649**	72	59	82	**	55	87	52	54	65	544	33	37	36
	34%	*37%*	*51%*	*27%*	**	*41%*	*27%*	*32%*	*36%*	*39%*	*34%*	*34%*	*38%*	*39%*
		cfacdfghjk				**cf**				**cf**	**cf**		**cf**	**cf**
Don't Know (DO NOT READ OUT)	**393**	53	9	69	**	26	78	28	29	37	342	20	16	16
	21%	*27%*	*8%*	*23%*	**	*20%*	*24%*	*17%*	*20%*	*23%*	*21%*	*20%*	*17%*	*17%*
		blm		b		b	**bl**		b	b	b	b		b
NET: Satisfied	**1202**	119	100	177	**	92	183	99	103	104	1019	62	61	60
	63%	*61%*	*86%*	*58%*	**	*69%*	*56%*	*61%*	*69%*	*63%*	*63%*	*65%*	*63%*	*66%*
			acdefghijklm			f			f		f	f		f
NET: Dissatisfied	**83**	8	2	14	**	8	20	10	3	6	74	3	4	2
	4%	*4%*	*2%*	*5%*	**	*6%*	*6%*	*6%*	*2%*	*4%*	*5%*	*3%*	*4%*	*2%*
						m	m	m						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very Dissatisfied	33	**	10	**	4	2	2	1	11	27	5	33	*	31	2
	2%	**	6%	**	2%	*%	2%	1%	1%	2%	1%	2%	*%	2%	2%
			eh	eh	e		e								
Fairly Dissatisfied	50	**	10	**	3	9	-	4	21	37	13	45	5	50	-
	3%	**	6%	**	2%	2%	-%	5%	3%	2%	4%	3%	3%	3%	-%
			ef	ef				ef							
Neither Satisfied Nor Dissatisfied	224	**	11	**	15	53	13	8	112	192	32	201	24	214	10
	12%	**	6%	**	10%	10%	16%	9%	14%	13%	9%	12%	14%	12%	10%
				b			b		be	b					
Fairly Satisfied	553	**	58	**	45	145	20	24	238	446	107	507	46	526	27
	29%	**	32%	**	30%	27%	26%	29%	31%	29%	29%	29%	27%	29%	26%
Very Satisfied	649	**	39	**	55	218	36	25	240	501	148	589	60	611	38
	34%	**	22%	**	36%	40%	46%	31%	31%	33%	39%	34%	35%	34%	37%
		bgh			b	bh	bgh		b		a				
Don't Know (DO NOT READ OUT)	393	**	54	**	30	116	7	20	156	324	70	356	38	366	28
	21%	**	29%	**	20%	21%	9%	25%	20%	21%	19%	21%	22%	20%	26%
			cdefh		f	f		cf	f						
NET: Satisfied	1202	**	98	**	101	364	56	49	477	947	255	1096	107	1137	66
	63%	**	53%	**	66%	67%	72%	60%	61%	62%	68%	63%	62%	63%	62%
		b			b	b	bh		b		a				
NET: Dissatisfied	83	**	21	**	6	11	2	5	32	64	19	78	5	81	2
	4%	**	11%	**	4%	2%	2%	6%	4%	4%	5%	5%	3%	5%	2%
			adefh	adefh				e	e						

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very Dissatisfied	33	18	4	10	23	10	-	**	**	**	**	**	33	-	13	10	10
	2%	*2%*	*1%*	*2%*	*1%*	*3%*	*-%*	**	**	**	**	**	*2%*	*-%*	*2%*	*1%*	*3%*
						a											b
Fairly Dissatisfied	50	28	7	16	38	9	3	**	**	**	**	**	47	3	13	25	12
	3%	*2%*	*2%*	*4%*	*2%*	*3%*	*6%*	**	**	**	**	**	*3%*	*5%*	*2%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	224	140	44	39	184	37	3	**	**	**	**	**	221	3	84	100	40
	12%	*12%*	*14%*	*9%*	*12%*	*12%*	*6%*	**	**	**	**	**	*12%*	*5%*	*11%*	*13%*	*11%*
			c														
Fairly Satisfied	553	340	91	114	447	92	13	**	**	**	**	**	539	14	209	238	106
	29%	*30%*	*29%*	*26%*	*29%*	*29%*	*29%*	**	**	**	**	**	*29%*	*26%*	*28%*	*30%*	*29%*
Very Satisfied	649	372	105	160	520	107	17	**	**	**	**	**	627	22	254	265	130
	34%	*33%*	*33%*	*37%*	*34%*	*34%*	*38%*	**	**	**	**	**	*34%*	*42%*	*35%*	*33%*	*35%*
Don't Know (DO NOT READ OUT)	393	226	66	92	321	61	10	**	**	**	**	**	382	12	161	160	72
	21%	*20%*	*21%*	*21%*	*21%*	*19%*	*21%*	**	**	**	**	**	*21%*	*22%*	*22%*	*20%*	*20%*
NET: Satisfied	1202	712	196	274	967	200	31	**	**	**	**	**	1166	36	464	503	236
	63%	*63%*	*62%*	*63%*	*63%*	*63%*	*67%*	**	**	**	**	**	*63%*	*68%*	*63%*	*63%*	*64%*
NET: Dissatisfied	83	46	11	26	61	19	3	**	**	**	**	**	80	3	25	35	22
	4%	*4%*	*3%*	*6%*	*4%*	*6%*	*6%*	**	**	**	**	**	*4%*	*5%*	*3%*	*4%*	*6%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1914	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	1903	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very Dissatisfied	33	23	14	25	15	12	25	22	2	**	**	**	**	**	15	**	**	**	**	**	**	**
	2%	2%	2%	2%	2%	2%	2%	2%	3%	**	**	**	**	**	2%	**	**	**	**	**	**	**
Fairly Dissatisfied	50	37	28	41	14	19	31	32	5	**	**	**	**	**	14	**	**	**	**	**	**	**
	3%	3%	3%	3%	2%	4%	3%	2%	7%	**	**	**	**	**	2%	**	**	**	**	**	**	**
									a	ad												
Neither Satisfied Nor Dissatisfied	224	160	97	169	72	66	138	150	9	**	**	**	**	**	69	**	**	**	**	**	**	**
	12%	12%	12%	12%	11%	14%	12%	11%	14%	**	**	**	**	**	11%	**	**	**	**	**	**	**
										a												
Fairly Satisfied	553	378	239	419	194	139	340	383	20	**	**	**	**	**	187	**	**	**	**	**	**	**
	29%	28%	28%	29%	29%	29%	30%	29%	30%	**	**	**	**	**	29%	**	**	**	**	**	**	**
Very Satisfied	649	479	296	510	239	162	395	468	23	**	**	**	**	**	228	**	**	**	**	**	**	**
	34%	36%	35%	35%	35%	34%	35%	35%	34%	**	**	**	**	**	35%	**	**	**	**	**	**	**
								c			c											
Don't Know (DO NOT READ OUT)	393	259	167	290	142	80	204	273	9	**	**	**	**	**	137	**	**	**	**	**	**	**
	21%	19%	20%	20%	21%	17%	18%	21%	13%	**	**	**	**	**	21%	**	**	**	**	**	**	**
NET: Satisfied	1202	858	535	929	433	301	735	851	44	**	**	**	**	**	416	**	**	**	**	**	**	**
	63%	64%	64%	64%	64%	63%	65%	64%	64%	**	**	**	**	**	64%	**	**	**	**	**	**	**
								c														
NET: Dissatisfied	83	60	41	66	29	30	56	54	7	**	**	**	**	**	29	**	**	**	**	**	**	**
	4%	4%	5%	5%	4%	6%	5%	4%	10%	**	**	**	**	**	4%	**	**	**	**	**	**	**
									a	ad												

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very Dissatisfied	33	6	7	7	4	**	6	*	6	2	**	8	**	6	27	6
	2%	1%	2%	2%	2%	**	3%	*%	4%	1%	**	2%	**	3%	2%	4%
							b		b							a
Fairly Dissatisfied	50	13	14	10	5	**	9	5	1	*	**	12	**	2	47	3
	3%	3%	4%	2%	2%	**	4%	3%	*%	*%	**	3%	**	1%	3%	2%
							cd	d								
Neither Satisfied Nor Dissatisfied	224	37	53	49	29	**	32	18	14	8	**	49	**	21	216	8
	12%	8%	14%	12%	15%	**	13%	13%	9%	6%	**	11%	**	10%	12%	6%
			a		a		d								b	
Fairly Satisfied	553	139	106	115	52	**	62	44	45	40	**	124	**	57	524	29
	29%	31%	28%	28%	27%	**	25%	30%	28%	32%	**	28%	**	29%	30%	22%
													ac			
Very Satisfied	649	164	130	141	70	**	80	54	54	51	**	160	**	70	604	46
	34%	36%	34%	34%	36%	**	33%	37%	33%	42%	**	36%	**	35%	34%	35%
Don't Know (DO NOT READ OUT)	393	98	70	89	33	**	54	24	42	22	**	90	**	42	353	41
	21%	21%	18%	22%	17%	**	22%	17%	26%	18%	**	20%	**	21%	20%	31%
									b							a
NET: Satisfied	1202	303	236	256	122	**	142	98	99	91	**	284	**	127	1128	75
	63%	66%	62%	62%	63%	**	58%	67%	61%	74%	**	64%	**	64%	64%	56%
										ac						
NET: Dissatisfied	83	19	21	16	9	**	15	5	7	2	**	20	**	9	74	9
	4%	4%	6%	4%	5%	**	6%	3%	4%	2%	**	4%	**	4%	4%	7%
							d									

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very Dissatisfied	**33**	25	**	9	6	25	**	9	6	7	22	3	**
	2%	*2%*	**	*2%*	*3%*	*2%*	**	*2%*	*3%*	*2%*	*2%*	*2%*	**
Fairly Dissatisfied	**50**	41	**	9	5	41	**	11	3	8	36	7	**
	3%	*3%*	**	*2%*	*3%*	*3%*	**	*2%*	*2%*	*3%*	*3%*	*5%*	**
Neither Satisfied Nor Dissatisfied	**224**	169	**	63	9	165	**	63	9	38	151	24	**
	12%	*12%*	**	*13%*	*5%*	*12%*	**	*13%*	*5%*	*12%*	*12%*	*17%*	**
				b				b				b	
Fairly Satisfied	**553**	418	**	148	46	413	**	148	46	90	355	41	**
	29%	*29%*	**	*30%*	*24%*	*29%*	**	*31%*	*24%*	*29%*	*28%*	*30%*	**
Very Satisfied	**649**	508	**	167	72	501	**	163	76	114	450	40	**
	34%	*35%*	**	*34%*	*39%*	*35%*	**	*34%*	*40%*	*37%*	*36%*	*29%*	**
Don't Know (DO NOT READ OUT)	**393**	287	**	94	48	285	**	90	52	51	237	24	**
	21%	*20%*	**	*19%*	*26%*	*20%*	**	*19%*	*27%*	*17%*	*19%*	*17%*	**
									a				
NET: Satisfied	**1202**	926	**	315	118	915	**	312	122	204	804	81	**
	63%	*64%*	**	*64%*	*63%*	*64%*	**	*64%*	*63%*	*66%*	*64%*	*59%*	**
NET: Dissatisfied	**83**	66	**	18	11	66	**	20	9	15	59	10	**
	4%	*5%*	**	*4%*	*6%*	*5%*	**	*4%*	*5%*	*5%*	*5%*	*7%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1914	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	1903	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very Dissatisfied	33	4	13	-	**	14	9	2	**	23	13	11	19	15	**
	2%	2%	2%	-%	**	3%	2%	1%	**	2%	2%	2%	2%	2%	**
Fairly Dissatisfied	50	5	25	8	**	10	10	1	**	37	28	12	32	20	**
	3%	2%	4%	8%	**	2%	2%	*%	**	3%	3%	2%	3%	2%	**
				ab											
Neither Satisfied Nor Dissatisfied	224	36	80	10	**	57	47	15	**	160	97	67	134	117	**
	12%	13%	11%	10%	**	12%	11%	9%	**	12%	12%	11%	11%	13%	**
Fairly Satisfied	553	78	209	32	**	130	118	48	**	378	237	173	347	265	**
	29%	29%	29%	30%	**	27%	28%	29%	**	28%	28%	29%	29%	29%	**
Very Satisfied	649	91	251	35	**	167	148	61	**	479	295	211	430	306	**
	34%	33%	35%	33%	**	35%	35%	37%	**	36%	35%	36%	36%	34%	**
Don't Know (DO NOT READ OUT)	393	60	136	19	**	104	95	37	**	259	166	113	218	191	**
	21%	22%	19%	19%	**	22%	22%	23%	**	19%	20%	19%	18%	21%	**
NET: Satisfied	1202	170	460	66	**	298	267	109	**	857	532	384	777	571	**
	63%	62%	64%	63%	**	62%	62%	66%	**	64%	64%	65%	66%	63%	**
NET: Dissatisfied	83	9	39	8	**	24	19	3	**	60	41	23	51	35	**
	4%	3%	5%	8%	**	5%	4%	2%	**	4%	5%	4%	4%	4%	**
				a											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	1914	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	1903	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very Dissatisfied	**33**	8	6	6	-	*	17	12	1	**	**	**	27	27	27	28	33
	2%	*2%*	*2%*	*2%*	*-%*	**%*	*1%*	*1%*	*1%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
Fairly Dissatisfied	**50**	5	8	6	*	*	31	26	2	**	**	**	47	39	47	37	50
	3%	*1%*	*3%*	*2%*	**%*	**%*	*3%*	*3%*	*3%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**224**	35	26	41	9	12	125	117	14	**	**	**	202	160	202	158	217
	12%	*9%*	*10%*	*13%*	*10%*	*15%*	*11%*	*12%*	*18%*	**	**	**	*11%*	*11%*	*11%*	*11%*	*12%*
Fairly Satisfied	**553**	122	77	104	30	24	333	267	20	**	**	**	504	408	509	403	536
	29%	*32%*	*28%*	*32%*	*33%*	*29%*	*29%*	*29%*	*27%*	**	**	**	*29%*	*29%*	*29%*	*28%*	*29%*
Very Satisfied	**649**	139	100	113	34	36	419	315	22	**	**	**	616	493	618	511	637
	34%	*37%*	*36%*	*34%*	*38%*	*44%*	*36%*	*34%*	*29%*	**	**	**	*35%*	*35%*	*35%*	*36%*	*34%*
Don't Know (DO NOT READ OUT)	**393**	69	57	59	18	10	229	200	17	**	**	**	361	290	364	298	373
	21%	*18%*	*21%*	*18%*	*19%*	*12%*	*20%*	*21%*	*22%*	**	**	**	*21%*	*20%*	*21%*	*21%*	*20%*
NET: Satisfied	**1202**	261	177	216	64	60	753	582	43	**	**	**	1120	901	1127	914	1173
	63%	*69%*	*64%*	*66%*	*70%*	*73%*	*65%*	*62%*	*56%*	**	**	**	*64%*	*64%*	*64%*	*64%*	*64%*
NET: Dissatisfied	**83**	13	14	12	*	*	48	38	3	**	**	**	74	66	74	65	83
	4%	*4%*	*5%*	*4%*	**%*	**%*	*4%*	*4%*	*4%*	**	**	**	*4%*	*5%*	*4%*	*5%*	*4%*
			de														

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very Dissatisfied	33	26	27	7	**	9	11	18	15	10	**	6	4	2	23	7
	2%	2%	2%	2%	**	1%	14% a	5% b	1%	4%	**	8% b	2%	1%	2%	2%
Fairly Dissatisfied	50	28	44	18	**	32	4	12	38	4	**	4	7	1	38	11
	3%	3%	2%	5% ab	**	2%	5%	4%	2%	1%	**	5%	3%	*%	3% a	4% a
Neither Satisfied Nor Dissatisfied	224	107	201	40	**	152	8	47	177	27	**	8	25	17	171	36
	12%	10%	11%	10%	**	10%	10%	14%	11%	10%	**	11%	10%	8%	12%	12%
Fairly Satisfied	553	309	504	114	**	463	17	100	453	74	**	21	67	57	406	88
	29%	29%	28%	30%	**	29%	21%	30%	29%	26%	**	27%	27%	28%	29%	30%
Very Satisfied	649	360	622	128	**	612	10	79	570	100	**	22	90	73	484	92
	34%	34%	35%	33%	**	39% b	13%	24%	36% a	35%	**	27%	36%	36%	35%	31%
Don't Know (DO NOT READ OUT)	393	222	373	75	**	311	30	72	321	68	**	18	59	51	277	63
	21%	21%	21%	20%	**	20%	37% a	22%	20%	24%	**	22%	23%	25%	20%	21%
NET: Satisfied	1202	669	1126	242	**	1074	28	179	1023	174	**	43	157	130	889	180
	63%	64%	64%	63%	**	68% b	34%	55%	65% a	61%	**	54%	62%	65%	64%	61%
NET: Dissatisfied	83	54	71	25	**	41	15	30	53	14	**	10	11	3	62	18
	4%	5%	4%	7% b	**	3%	19% a	9% b	3%	5%	**	13% b	4%	2%	4%	6% a

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very Dissatisfied	**33**	3	8	22	20	13
	2%	*1%*	*6%*	*1%*	*2%*	*1%*
			ac			
Fairly Dissatisfied	**50**	5	4	39	35	15
	3%	*2%*	*3%*	*3%*	*3%*	*2%*
					b	
Neither Satisfied Nor Dissatisfied	**224**	27	14	178	118	106
	12%	*12%*	*11%*	*12%*	*12%*	*12%*
Fairly Satisfied	**553**	72	38	441	335	218
	29%	*32%*	*30%*	*29%*	*33%*	*25%*
					b	
Very Satisfied	**649**	69	39	534	326	323
	34%	*31%*	*31%*	*35%*	*32%*	*37%*
						a
Don't Know (DO NOT READ OUT)	**393**	50	21	322	190	203
	21%	*22%*	*17%*	*21%*	*19%*	*23%*
						a
NET: Satisfied	**1202**	141	77	975	661	541
	63%	*63%*	*62%*	*63%*	*65%*	*62%*
NET: Dissatisfied	**83**	7	12	61	55	28
	4%	*3%*	*10%*	*4%*	*5%*	*3%*
			ac		b	

Columns Tested: a,b,c - a,b

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very Dissatisfied	**33**	*	4	11	4	4	-	3	*	2	5	*	*
	2%	**%*	*3%*	*7%*	*2%*	*2%*	*-%*	*3%*	**%*	*1%*	*3%*	**%*	**%*
			ak	**adefhikl**		k		**ak**			**ak**		
Fairly Dissatisfied	**50**	7	5	10	6	2	5	2	2	4	3	1	3
	3%	*4%*	*3%*	*7%*	*3%*	*1%*	*5%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*
		k		**eghijk**			k						
Neither Satisfied Nor Dissatisfied	**224**	24	23	23	21	23	12	15	14	20	20	16	14
	12%	*14%*	*15%*	*15%*	*10%*	*14%*	*11%*	*14%*	*10%*	*9%*	*12%*	*9%*	*12%*
				i									
Fairly Satisfied	**553**	45	37	38	61	52	39	33	38	66	41	65	37
	29%	*26%*	*23%*	*26%*	*30%*	*31%*	*37%*	*31%*	*27%*	*29%*	*25%*	*35%*	*31%*
							bj					**bj**	
Very Satisfied	**649**	53	45	34	58	58	37	25	55	87	73	80	43
	34%	*30%*	*29%*	*23%*	*29%*	*35%*	*35%*	*23%*	*40%*	*38%*	*44%*	*43%*	*36%*
						cg	**cg**		**cdg**	**cdg**	**abcdg**	**abcdg**	**cg**
Don't Know (DO NOT READ OUT)	**393**	44	44	32	53	28	13	30	30	49	22	25	23
	21%	*26%*	*28%*	*22%*	*26%*	*17%*	*12%*	*28%*	*22%*	*21%*	*14%*	*13%*	*19%*
		fjk	**efjk**	**fk**	**efjk**			**efjk**	k	**fk**			
NET: Satisfied	**1202**	98	82	73	119	110	75	59	93	154	114	145	80
	63%	*57%*	*52%*	*49%*	*59%*	*66%*	*72%*	*54%*	*67%*	*67%*	*69%*	*77%*	*67%*
						bcg	**abcdg**		**bcg**	**abcg**	**abcdg**	**abcdeghil**	**bcg**
NET: Dissatisfied	**83**	7	9	20	9	6	5	5	2	6	8	1	3
	4%	*4%*	*6%*	*14%*	*5%*	*3%*	*5%*	*5%*	*2%*	*3%*	*5%*	*1%*	*3%*
		k	**kabdefghijk**		k		k	k			k		
				l									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Collection time of items you are sending (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very Dissatisfied	**33**	15	7	6	5
	2%	*3%*	*2%*	*1%*	*1%*
		cd			
Fairly Dissatisfied	**50**	22	13	8	7
	3%	*5%*	*3%*	*2%*	*2%*
		cd			
Neither Satisfied Nor Dissatisfied	**224**	69	56	49	50
	12%	*14%*	*12%*	*10%*	*11%*
		c			
Fairly Satisfied	**553**	121	151	138	144
	29%	*25%*	*32%*	*29%*	*30%*
			a		
Very Satisfied	**649**	133	153	168	196
	34%	*28%*	*32%*	*35%*	*42%*
				a	**abc**
Don't Know (DO NOT READ OUT)	**393**	121	94	109	70
	21%	*25%*	*20%*	*23%*	*15%*
		d	d	d	
NET: Satisfied	**1202**	254	304	305	340
	63%	*53%*	*64%*	*64%*	*72%*
			a	a	**abc**
NET: Dissatisfied	**83**	37	20	14	12
	4%	*8%*	*4%*	*3%*	*3%*
		bcd			

Columns Tested: a,b,c,d

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1914	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	1903	1825	50	16	12	-	77	607	427	109	41	55
Very Dissatisfied	22	22	1	-	*	**	1	10	6	*	-	*
	1%	1%	1%	-%	1%	**	1%	2%	2%	*%	-%	1%
Fairly Dissatisfied	18	17	1	*	-	**	1	6	3	3	-	4
	1%	1%	1%	2%	-%	**	1%	1%	1%	2%	-%	7%
												abd
Neither Satisfied Nor Dissatisfied	176	169	5	1	1	**	7	38	44	21	5	1
	9%	9%	10%	8%	9%	**	9%	6%	10%	19%	12%	1%
								e	ae	abe	e	
Fairly Satisfied	530	510	13	4	3	**	21	172	130	31	13	10
	28%	28%	27%	27%	26%	**	27%	28%	31%	28%	33%	19%
								e	e		e	
Very Satisfied	761	727	20	8	6	**	34	244	162	34	15	24
	40%	40%	41%	47%	52%	**	44%	40%	38%	31%	36%	44%
					a							c
Don't Know (DO NOT READ OUT)	395	380	10	3	1	**	14	136	82	21	8	16
	21%	21%	21%	16%	13%	**	19%	22%	19%	19%	19%	29%
												b
NET: Satisfied	1291	1237	33	12	9	**	54	416	292	65	28	34
	68%	68%	67%	74%	78%	**	70%	68%	68%	59%	69%	62%
					ab							
NET: Dissatisfied	40	39	1	*	*	**	1	17	9	3	-	4
	2%	2%	2%	2%	1%	**	2%	3%	2%	3%	-%	8%
												abd

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very Dissatisfied	**22**	-	-	4	2	*	8	2	3	2	21	1	*	1
	1%	*-%*	*-%*	*1%*	*3%*	**%*	*3%*	*1%*	*2%*	*1%*	*1%*	*1%*	**%*	*1%*
					l		l		l					
Fairly Dissatisfied	**18**	4	-	6	-	2	4	-	-	*	16	*	1	*
	1%	*2%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	*-%*	**%*	*1%*	**%*	*2%*	**%*
		km		m										
Neither Satisfied Nor Dissatisfied	**176**	10	5	31	2	14	42	19	16	13	154	6	10	6
	9%	*6%*	*3%*	*10%*	*3%*	*9%*	*14%*	*10%*	*11%*	*9%*	*9%*	*7%*	*11%*	*7%*
							abdjkm		b		b		b	
Fairly Satisfied	**530**	48	41	90	31	47	73	54	38	31	454	22	25	29
	28%	*29%*	*28%*	*27%*	*41%*	*31%*	*25%*	*28%*	*27%*	*22%*	*28%*	*25%*	*28%*	*32%*
					cfijk									
Very Satisfied	**761**	63	74	106	28	62	117	73	56	66	643	38	38	41
	40%	*38%*	*52%*	*32%*	*37%*	*40%*	*40%*	*38%*	*39%*	*47%*	*39%*	*43%*	*42%*	*46%*
			acgj							c	c	c	c	c
Don't Know (DO NOT READ OUT)	**395**	42	24	90	12	29	49	42	30	28	345	21	14	14
	21%	*25%*	*17%*	*27%*	*16%*	*19%*	*17%*	*22%*	*21%*	*20%*	*21%*	*24%*	*16%*	*16%*
		lm		**bfjlm**							m	**lm**		
NET: Satisfied	**1291**	111	115	196	59	109	189	127	94	97	1097	61	64	70
	68%	*66%*	*80%*	*60%*	*78%*	*70%*	*65%*	*67%*	*66%*	*69%*	*67%*	*68%*	*71%*	*77%*
			acfghjk		c						c		c	**acfghjk**
NET: Dissatisfied	**40**	4	-	10	2	2	12	2	3	2	37	1	1	1
	2%	*2%*	*-%*	*3%*	*3%*	*2%*	*4%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*
				m			**km**							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very Dissatisfied	**22**	-	-	2	**	*	13	-	2	2	21	1	*	1
	1%	*-%*	*-%*	*1%*	**	**%*	*4%*	*-%*	*1%*	*1%*	*1%*	*1%*	**%*	*1%*
					l		**acegjklm**							
Fairly Dissatisfied	**18**	4	-	4	**	2	6	-	-	*	16	*	1	*
	1%	*2%*	*-%*	*1%*	**	*2%*	*2%*	*-%*	*-%*	**%*	*1%*	**%*	*1%*	**%*
		km					**km**							
Neither Satisfied Nor Dissatisfied	**176**	16	4	27	**	10	42	20	14	15	151	9	10	6
	9%	*8%*	*4%*	*9%*	**	*7%*	*13%*	*12%*	*9%*	*9%*	*9%*	*9%*	*11%*	*7%*
							bm							
Fairly Satisfied	**530**	46	36	90	**	35	84	48	41	41	452	25	25	28
	28%	*24%*	*31%*	*30%*	**	*27%*	*26%*	*30%*	*27%*	*25%*	*28%*	*26%*	*26%*	*31%*
					acefghijkl									
					m									
Very Satisfied	**761**	84	63	98	**	62	115	65	63	75	639	40	40	42
	40%	*43%*	*54%*	*32%*	**	*47%*	*35%*	*40%*	*42%*	*46%*	*39%*	*42%*	*41%*	*46%*
		cd	**cdfj**			**cdf**		d	d	**cd**	**cd**	**cd**	**cd**	**cdf**
Don't Know (DO NOT READ OUT)	**395**	46	14	83	**	23	67	30	29	31	341	21	19	14
	21%	*23%*	*12%*	*27%*	**	*17%*	*21%*	*19%*	*20%*	*19%*	*21%*	*22%*	*20%*	*16%*
		b		**bejlm**										
NET: Satisfied	**1291**	131	98	188	**	97	198	113	104	116	1091	65	65	70
	68%	*66%*	*84%*	*62%*	**	*73%*	*61%*	*69%*	*70%*	*70%*	*67%*	*68%*	*68%*	*77%*
			acdfghij			**cf**					f			**acfjkl**
			kl											
NET: Dissatisfied	**40**	4	-	6	**	2	19	-	2	2	37	1	1	1
	2%	*2%*	*-%*	*2%*	**	*2%*	*6%*	*-%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*
							bcghjklm							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very Dissatisfied	22	**	8	**	1	2	*	5	5	22	1	20	2	22	-
	1%	**	4%	**	1%	*%	*%	6%	1%	1%	*%	1%	1%	1%	-%
			deh					defh		b					
Fairly Dissatisfied	18	**	-	**	6	6	-	1	3	17	1	18	-	17	1
	1%	**	-%	**	4%	1%	-%	1%	*%	1%	*%	1%	-%	1%	1%
		befh			beh										
Neither Satisfied Nor Dissatisfied	176	**	16	**	14	45	9	4	76	148	28	158	18	171	5
	9%	**	9%	**	9%	8%	12%	5%	10%	10%	7%	9%	11%	10%	5%
				begh											
Fairly Satisfied	530	**	54	**	46	149	18	25	218	418	112	482	48	507	24
	28%	**	29%	**	30%	27%	23%	31%	28%	27%	30%	28%	28%	28%	22%
Very Satisfied	761	**	50	**	63	236	44	27	298	592	169	692	69	715	46
	40%	**	27%	**	41%	43%	57%	33%	38%	39%	45%	40%	40%	40%	44%
		b		b	b	b	bdegh		b		a				
Don't Know (DO NOT READ OUT)	395	**	56	**	22	106	5	19	177	330	64	360	34	365	30
	21%	**	30%	**	14%	20%	7%	24%	23%	22%	17%	21%	20%	20%	28%
			acdefh			af		af	acdf	b					
NET: Satisfied	1291	**	103	**	109	385	62	53	516	1010	282	1174	118	1221	70
	68%	**	56%	**	72%	71%	81%	64%	66%	66%	75%	68%	68%	68%	66%
		bgh			b	b	bgh		b		a				
NET: Dissatisfied	40	**	8	**	7	8	*	5	8	39	2	38	2	40	1
	2%	**	4%	**	4%	2%	*%	7%	1%	3%	*%	2%	1%	2%	1%
		fh	eh		eh			efh		b					

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very Dissatisfied	22	5	8	9	16	4	2	**	**	**	**	**	20	2	7	9	6
	1%	*%	2%	2%	1%	1%	4%	**	**	**	**	**	1%	3%	1%	1%	2%
			a	a			ai										
Fairly Dissatisfied	18	9	4	4	15	2	*	**	**	**	**	**	18	*	3	13	3
	1%	1%	1%	1%	1%	1%	*%	**	**	**	**	**	1%	*%	*%	2%	1%
																a	
Neither Satisfied Nor Dissatisfied	176	113	31	30	140	34	2	**	**	**	**	**	175	2	75	65	36
	9%	10%	10%	7%	9%	11%	4%	**	**	**	**	**	9%	4%	10%	8%	10%
Fairly Satisfied	530	311	89	120	432	83	15	**	**	**	**	**	514	16	185	247	99
	28%	28%	28%	28%	28%	26%	34%	**	**	**	**	**	28%	30%	25%	31%	27%
																a	
Very Satisfied	761	446	121	183	599	139	18	**	**	**	**	**	738	23	307	293	162
	40%	40%	38%	43%	39%	44%	40%	**	**	**	**	**	40%	44%	42%	37%	44%
																	b
Don't Know (DO NOT READ OUT)	395	239	64	84	330	54	8	**	**	**	**	**	385	10	158	172	64
	21%	21%	20%	20%	22%	17%	17%	**	**	**	**	**	21%	19%	22%	22%	17%
NET: Satisfied	1291	758	210	304	1031	222	34	**	**	**	**	**	1252	39	491	540	261
	68%	67%	66%	70%	67%	70%	74%	**	**	**	**	**	68%	74%	67%	68%	71%
NET: Dissatisfied	40	14	12	13	32	7	2	**	**	**	**	**	38	2	10	22	9
	2%	1%	4%	3%	2%	2%	5%	**	**	**	**	**	2%	4%	1%	3%	2%
			a	a													

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very Dissatisfied	**22**	13	11	17	10	8	16	15	2	**	**	**	**	**	10	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**18**	17	7	17	7	7	11	14	*	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
										ab												
Neither Satisfied Nor Dissatisfied	**176**	125	72	131	57	51	100	120	7	**	**	**	**	**	55	**	**	**	**	**	**	**
	9%	*9%*	*9%*	*9%*	*8%*	*11%*	*9%*	*9%*	*11%*	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
									d	d												
Fairly Satisfied	**530**	373	241	409	200	146	329	360	27	**	**	**	**	**	198	**	**	**	**	**	**	**
	28%	*28%*	*29%*	*28%*	*30%*	*31%*	*29%*	*27%*	*39%*	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
									a													
Very Satisfied	**761**	553	338	595	265	178	456	554	24	**	**	**	**	**	250	**	**	**	**	**	**	**
	40%	*41%*	*40%*	*41%*	*39%*	*37%*	*40%*	*42%*	*35%*	**	**	**	**	**	*38%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**395**	255	170	283	137	86	222	265	8	**	**	**	**	**	131	**	**	**	**	**	**	**
	21%	*19%*	*20%*	*19%*	*20%*	*18%*	*20%*	*20%*	*12%*	**	**	**	**	**	*20%*	**	**	**	**	**	**	**
											bc											
NET: Satisfied	**1291**	926	579	1005	465	325	785	914	50	**	**	**	**	**	449	**	**	**	**	**	**	**
	68%	*69%*	*69%*	*69%*	*69%*	*68%*	*69%*	*69%*	*74%*	**	**	**	**	**	*69%*	**	**	**	**	**	**	**
NET: Dissatisfied	**40**	30	18	35	17	16	26	29	2	**	**	**	**	**	17	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*3%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
										a												

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very Dissatisfied	22	6	1	8	2	**	2	*	8	-	**	10	**	-	18	4
	1%	1%	*%	2%	1%	**	1%	*%	5%	-%	**	2%	**	-%	1%	3%
				b					abd			c				a
Fairly Dissatisfied	18	5	8	4	*	**	5	2	*	-	**	4	**	3	16	2
	1%	1%	2%	1%	*%	**	2%	1%	*%	-%	**	1%	**	1%	1%	1%
			d													
Neither Satisfied Nor Dissatisfied	176	33	39	41	19	**	24	15	12	7	**	35	**	20	161	16
	9%	7%	10%	10%	10%	**	10%	10%	7%	6%	**	8%	**	10%	9%	12%
Fairly Satisfied	530	124	108	110	61	**	64	48	41	45	**	128	**	56	508	23
	28%	27%	28%	27%	32%	**	27%	33%	25%	37%	**	29%	**	28%	29%	17%
										ac			ac		b	
Very Satisfied	761	199	151	167	72	**	95	53	63	52	**	176	**	81	708	53
	40%	44%	40%	41%	37%	**	39%	37%	39%	42%	**	40%	**	41%	40%	40%
												b		b		
Don't Know (DO NOT READ OUT)	395	90	74	81	39	**	52	27	38	19	**	90	**	39	359	36
	21%	20%	19%	20%	20%	**	21%	19%	24%	16%	**	20%	**	20%	20%	27%
NET: Satisfied	1291	322	258	276	134	**	160	101	104	97	**	304	**	136	1216	75
	68%	71%	68%	67%	69%	**	66%	70%	64%	79%	**	69%	**	69%	69%	57%
										ac					b	
NET: Dissatisfied	40	11	9	12	2	**	7	2	8	-	**	14	**	3	34	6
	2%	2%	2%	3%	1%	**	3%	1%	5%	-%	**	3%	**	1%	2%	4%
									d							

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very Dissatisfied	**22**	17	**	6	4	17	**	6	4	3	9	4	**
	1%	*1%*	**	*1%*	*2%*	*1%*	**	*1%*	*2%*	*1%*	*1%*	*3%* ab	**
Fairly Dissatisfied	**18**	17	**	3	4	17	**	5	2	2	17	2	**
	1%	*1%*	**	*1%*	*2%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**176**	129	**	46	11	125	**	46	11	34	116	16	**
	9%	*9%*	**	*9%*	*6%*	*9%*	**	*10%*	*6%*	*11%*	*9%*	*12%*	**
Fairly Satisfied	**530**	406	**	160	40	400	**	158	42	93	355	45	**
	28%	*28%*	**	*33%* b	*22%*	*28%*	**	*33%* b	*22%*	*30%*	*28%*	*33%*	**
Very Satisfied	**761**	595	**	181	84	587	**	179	86	127	519	42	**
	40%	*41%*	**	*37%*	*45%*	*41%*	**	*37%*	*45%*	*41%* c	*42%* c	*30%*	**
Don't Know (DO NOT READ OUT)	**395**	283	**	94	43	283	**	90	47	50	235	29	**
	21%	*20%*	**	*19%*	*23%*	*20%*	**	*19%*	*25%*	*16%*	*19%*	*21%*	**
NET: Satisfied	**1291**	1001	**	341	124	987	**	337	128	219	874	87	**
	68%	*69%*	**	*70%*	*67%*	*69%*	**	*70%*	*67%*	*71%* c	*70%*	*63%*	**
NET: Dissatisfied	**40**	34	**	9	8	34	**	11	6	5	26	6	**
	2%	*2%*	**	*2%*	*4%*	*2%*	**	*2%*	*3%*	*2%*	*2%*	*4%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	**1914**	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	**1903**	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very Dissatisfied	**22**	*	9	2	**	4	4	4	**	13	11	10	13	10	**
	1%	*%	*1%*	*2%*	**	*1%*	*1%*	*2%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**
				a											
Fairly Dissatisfied	**18**	2	6	2	**	5	7	*	**	17	6	5	12	13	**
	1%	*1%*	*1%*	*2%*	**	*1%*	*2%*	*%	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**176**	25	65	12	**	45	36	13	**	125	72	49	95	88	**
	9%	*9%*	*9%*	*12%*	**	*9%*	*8%*	*8%*	**	*9%*	*9%*	*8%*	*8%*	*10%*	**
Fairly Satisfied	**530**	80	209	34	**	139	130	52	**	373	239	183	344	253	**
	28%	*29%*	*29%*	*32%*	**	*29%*	*30%*	*31%*	**	*28%*	*29%*	*31%*	*29%*	*28%*	**
Very Satisfied	**761**	108	284	33	**	187	160	63	**	553	338	230	499	361	**
	40%	*39%*	*40%*	*31%*	**	*39%*	*37%*	*39%*	**	*41%*	*40%*	*39%*	*42%*	*40%*	**
Don't Know (DO NOT READ OUT)	**395**	59	142	22	**	103	90	33	**	255	169	112	217	188	**
	21%	*21%*	*20%*	*21%*	**	*21%*	*21%*	*20%*	**	*19%*	*20%*	*19%*	*18%*	*21%*	**
NET: Satisfied	**1291**	188	493	66	**	326	290	115	**	926	577	412	843	614	**
	68%	*69%*	*69%*	*63%*	**	*67%*	*68%*	*70%*	**	*69%*	*69%*	*70%*	*71%*	*67%*	**
													b		
NET: Dissatisfied	**40**	3	15	4	**	9	11	4	**	30	17	15	25	24	**
	2%	*1%*	*2%*	*3%*	**	*2%*	*3%*	*2%*	**	*2%*	*2%*	*3%*	*2%*	*3%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**1914**	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	**1903**	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very Dissatisfied	**22**	2	4	-	2	-	9	6	-	**	**	**	20	15	20	22	22
	1%	*1%*	*2%*	*-%*	*2%*	*-%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*2%*	*1%*
			c		c						a						
Fairly Dissatisfied	**18**	5	5	2	-	-	10	13	3	**	**	**	17	15	17	16	18
	1%	*1%*	*2%*	*1%*	*-%*	*-%*	*1%*	*1%*	*4%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**176**	34	21	27	6	9	93	86	12	**	**	**	157	126	157	125	172
	9%	*9%*	*7%*	*8%*	*7%*	*11%*	*8%*	*9%*	*15%*	**	**	**	*9%*	*9%*	*9%*	*9%*	*9%*
Fairly Satisfied	**530**	128	86	107	31	33	326	272	18	**	**	**	492	398	495	383	516
	28%	*34%*	*31%*	*33%*	*34%*	*39%*	*28%*	*29%*	*23%*	**	**	**	*28%*	*28%*	*28%*	*27%*	*28%*
Very Satisfied	**761**	144	104	126	39	32	486	361	27	**	**	**	713	569	715	599	745
	40%	*38%*	*38%*	*38%*	*43%*	*38%*	*42%*	*39%*	*35%*	**	**	**	*41%*	*40%*	*40%*	*42%*	*40%*
Don't Know (DO NOT READ OUT)	**395**	65	55	66	13	9	230	199	17	**	**	**	358	294	363	291	373
	21%	*17%*	*20%*	*20%*	*14%*	*11%*	*20%*	*21%*	*22%*	**	**	**	*20%*	*21%*	*21%*	*20%*	*20%*
NET: Satisfied	**1291**	272	190	233	70	64	812	633	44	**	**	**	1205	967	1210	982	1261
	68%	*72%*	*69%*	*71%*	*77%*	*78%*	*70%*	*68%*	*58%*	**	**	**	*69%*	*68%*	*68%*	*68%*	*68%*
NET: Dissatisfied	**40**	7	9	2	2	-	19	19	3	**	**	**	37	30	37	38	40
	2%	*2%*	*3%*	*1%*	*2%*	*-%*	*2%*	*2%*	*4%*	**	**	**	*2%*	*2%*	*2%*	*3%*	*2%*
			c														

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**1914**	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	**1903**	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very Dissatisfied	**22**	18	18	3	**	6	15	16	6	6	**	6	4	2	14	6
	1%	*2%*	*1%*	*1%*	**	*%*	*19%* a	*5%* b	*%*	*2%*	**	*8%* b	*2%*	*1%*	*1%*	*2%*
Fairly Dissatisfied	**18**	12	18	4	**	4	3	3	15	2	**	2	5	1	17	*
	1%	*1%*	*1%*	*1%*	**	*%*	*4%* a	*1%*	*1%*	*1%*	**	*2%*	*2%*	*%*	*1%*	*%*
Neither Satisfied Nor Dissatisfied	**176**	98	153	38	**	96	11	38	138	26	**	10	18	15	130	31
	9%	*9%*	*9%*	*10%*	**	*6%*	*14%* a	*12%*	*9%*	*9%*	**	*13%*	*7%*	*7%*	*9%*	*11%*
Fairly Satisfied	**530**	283	494	99	**	445	15	101	429	72	**	17	65	49	399	79
	28%	*27%*	*28%*	*26%*	**	*28%*	*19%*	*31%*	*27%*	*26%*	**	*21%*	*26%*	*24%*	*28%*	*27%*
Very Satisfied	**761**	424	719	151	**	712	10	96	665	115	**	28	104	88	566	106
	40%	*40%*	*41%*	*40%*	**	*45%* b	*12%*	*29%*	*42%* a	*41%*	**	*35%*	*41%*	*44%*	*40%*	*36%*
Don't Know (DO NOT READ OUT)	**395**	219	368	88	**	315	26	75	320	61	**	16	56	46	274	74
	21%	*21%*	*21%*	*23%*	**	*20%*	*32%* a	*23%*	*20%*	*22%*	**	*20%*	*22%*	*23%*	*20%*	*25%* b
NET: Satisfied	**1291**	707	1213	250	**	1157	25	197	1095	187	**	45	169	137	965	185
	68%	*67%*	*69%*	*65%*	**	*73%* b	*31%*	*60%*	*70%* a	*66%*	**	*56%*	*67%*	*68%*	*69%* c	*62%*
NET: Dissatisfied	**40**	29	36	6	**	10	19	19	21	8	**	8	8	3	31	7
	2%	*3%*	*2%*	*2%*	**	*1%*	*23%* a	*6%* b	*1%*	*3%*	**	*10%* b	*3%*	*1%*	*2%*	*2%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very Dissatisfied	**22**	6	2	15	9	13
	1%	*2%*	*2%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**18**	5	2	12	13	5
	1%	*2%*	*1%*	*1%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**176**	24	16	135	101	75
	9%	*11%*	*12%*	*9%*	*10%*	*9%*
Fairly Satisfied	**530**	63	31	432	307	223
	28%	*28%*	*25%*	*28%*	*30%* b	*25%*
Very Satisfied	**761**	86	48	619	399	362
	40%	*38%*	*39%*	*40%*	*39%*	*41%*
Don't Know (DO NOT READ OUT)	**395**	42	27	324	194	201
	21%	*19%*	*21%*	*21%*	*19%*	*23%* a
NET: Satisfied	**1291**	149	79	1052	707	585
	68%	*66%*	*63%*	*68%*	*69%*	*67%*
NET: Dissatisfied	**40**	10	4	26	22	18
	2%	*5%* c	*3%*	*2%*	*2%*	*2%*

Columns Tested: a,b,c - a,b

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very Dissatisfied	**22**	*	2	4	2	-	2	1	4	*	7	-	-
	1%	**%*	*1%*	*3%*	*1%*	*-%*	*2%*	*1%*	*3%*	**%*	*4%*	*-%*	*-%*
				aeik					**eik**		**adeikl**		
Fairly Dissatisfied	**18**	*	3	8	4	-	-	-	*	2	-	*	*
	1%	**%*	*2%*	*6%*	*2%*	*-%*	*-%*	*-%*	**%*	*1%*	*-%*	**%*	**%*
				aefghijkl									
Neither Satisfied Nor Dissatisfied	**176**	13	15	18	19	20	6	12	7	27	13	24	3
	9%	*7%*	*10%*	*12%*	*9%*	*12%*	*5%*	*11%*	*5%*	*12%*	*8%*	*13%*	*3%*
			l	**hl**	l	**hl**		l		**hl**	l	**fhl**	
Fairly Satisfied	**530**	53	39	44	46	55	32	43	44	50	37	45	43
	28%	*30%*	*25%*	*30%*	*23%*	*33%*	*31%*	*39%*	*31%*	*22%*	*22%*	*24%*	*36%*
						dij		**bdijk**					**dijk**
Very Satisfied	**761**	58	56	44	70	64	45	28	61	101	85	97	51
	40%	*33%*	*35%*	*30%*	*35%*	*38%*	*43%*	*26%*	*43%*	*44%*	*52%*	*52%*	*43%*
						g	**cg**		**cg**	**acdg**	**abcdeg**	**abcdeg**	**cg**
Don't Know (DO NOT READ OUT)	**395**	49	43	29	61	28	21	25	25	47	22	21	23
	21%	*28%*	*27%*	*20%*	*30%*	*17%*	*20%*	*23%*	*18%*	*21%*	*13%*	*11%*	*19%*
		ehjk	**ejk**	k	**cefhijkl**			**jk**		k			
NET: Satisfied	**1291**	111	95	88	116	119	77	71	104	152	122	142	94
	68%	*64%*	*60%*	*60%*	*58%*	*71%*	*73%*	*65%*	*75%*	*66%*	*74%*	*76%*	*79%*
						bcd	**bcd**		**abcd**		**abcd**	**abcdgi**	**abcdgi**
NET: Dissatisfied	**40**	1	5	13	6	-	2	1	4	2	7	*	*
	2%	**%*	*3%*	*8%*	*3%*	*-%*	*2%*	*1%*	*3%*	*1%*	*4%*	**%*	**%*
			aek	**adefghikl**	**ek**				**ek**		**aeikl**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very Dissatisfied	**22**	7	4	5	7
	1%	*1%*	*1%*	*1%*	*1%*
Fairly Dissatisfied	**18**	11	4	2	*
	1%	*2%*	*1%*	*1%*	**%*
		cd			
Neither Satisfied Nor Dissatisfied	**176**	46	44	46	40
	9%	*10%*	*9%*	*10%*	*9%*
Fairly Satisfied	**530**	136	133	136	125
	28%	*28%*	*28%*	*29%*	*26%*
Very Satisfied	**761**	158	179	190	233
	40%	*33%*	*38%*	*40%*	*49%*
				a	**abc**
Don't Know (DO NOT READ OUT)	**395**	122	110	97	66
	21%	*25%*	*23%*	*20%*	*14%*
		d	d	d	
NET: Satisfied	**1291**	295	312	326	358
	68%	*61%*	*66%*	*68%*	*76%*
				a	**abc**
NET: Dissatisfied	**40**	18	7	7	7
	2%	*4%*	*2%*	*2%*	*2%*
		bcd			

Columns Tested: a,b,c,d

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1914	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	1903	1825	50	16	12	-	77	607	427	109	41	55
Very Dissatisfied	48	46	1	*	*	**	1	18	12	3	2	1
	3%	3%	2%	2%	1%	**	2%	3%	3%	3%	5%	2%
Fairly Dissatisfied	98	93	3	1	1	**	5	35	17	7	3	4
	5%	5%	6%	6%	6%	**	6%	6%	4%	6%	7%	8%
Neither Satisfied Nor Dissatisfied	284	273	7	2	2	**	11	91	68	22	3	4
	15%	15%	14%	11%	18%	**	14%	15%	16%	21%	7%	8%
								e	e	de		
Fairly Satisfied	614	588	17	5	3	**	26	226	149	27	13	20
	32%	32%	34%	33%	30%	**	33%	37%	35%	25%	32%	36%
								c	c			c
Very Satisfied	699	671	17	6	5	**	29	181	155	35	17	18
	37%	37%	35%	40%	42%	**	37%	30%	36%	32%	41%	33%
Don't Know (DO NOT READ OUT)	160	154	5	1	*	**	6	56	26	15	3	8
	8%	8%	9%	8%	3%	**	8%	9%	6%	13%	8%	14%
										b		b
NET: Satisfied	1313	1259	34	12	8	**	54	407	304	62	30	38
	69%	69%	69%	73%	72%	**	70%	67%	71%	57%	73%	69%
								c	c		c	c
NET: Dissatisfied	145	139	4	1	1	**	6	53	29	10	5	5
	8%	8%	8%	8%	7%	**	8%	9%	7%	9%	12%	10%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very Dissatisfied	**48**	-	2	12	4	4	9	4	*	6	41	3	3	1
	3%	*-%*	*1%*	*4%*	*5%*	*3%*	*3%*	*2%*	**%*	*4%*	*3%*	*3%*	*3%*	*1%*
				a	**ah**					**ah**				
Fairly Dissatisfied	**98**	9	8	14	4	5	17	16	5	9	85	2	6	5
	5%	*5%*	*6%*	*4%*	*5%*	*3%*	*6%*	*8%*	*3%*	*6%*	*5%*	*2%*	*7%*	*5%*
								k					k	
Neither Satisfied Nor Dissatisfied	**284**	23	6	62	4	18	57	32	20	26	248	11	15	11
	15%	*14%*	*4%*	*19%*	*6%*	*12%*	*19%*	*17%*	*14%*	*18%*	*15%*	*13%*	*16%*	*12%*
		b		**bdm**			**bdkm**	**bd**	b	**bd**	b	b	**bd**	b
Fairly Satisfied	**614**	48	50	102	26	68	92	62	48	32	529	28	28	28
	32%	*29%*	*35%*	*31%*	*35%*	*44%*	*31%*	*32%*	*34%*	*23%*	*32%*	*32%*	*31%*	*31%*
						acfijklm					i			
Very Satisfied	**699**	65	60	102	35	49	106	60	49	59	585	39	35	41
	37%	*39%*	*42%*	*31%*	*47%*	*32%*	*36%*	*31%*	*34%*	*42%*	*36%*	*44%*	*39%*	*45%*
					cg							**cegj**		**cefgj**
Don't Know (DO NOT READ OUT)	**160**	21	16	36	2	10	12	18	21	9	145	6	4	5
	8%	*13%*	*11%*	*11%*	*3%*	*7%*	*4%*	*9%*	*14%*	*6%*	*9%*	*7%*	*4%*	*6%*
		dflm	**fl**	**flm**				f	**dfklm**		**fl**			
NET: Satisfied	**1313**	113	110	204	61	117	198	121	97	91	1114	67	63	69
	69%	*68%*	*77%*	*62%*	*81%*	*76%*	*68%*	*64%*	*68%*	*65%*	*68%*	*76%*	*70%*	*76%*
			cg		**cfgij**	**cg**						**cgij**		**cfgij**
NET: Dissatisfied	**145**	9	10	25	8	9	26	20	5	15	127	5	9	6
	8%	*5%*	*7%*	*8%*	*10%*	*6%*	*9%*	*10%*	*3%*	*11%*	*8%*	*5%*	*9%*	*6%*
								h		h			h	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1914	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	1903	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very Dissatisfied	48	-	2	10	**	4	11	2	2	6	41	3	3	1
	3%	-%	2%	3%	**	3%	3%	1%	1%	4%	3%	3%	3%	1%
				a	a	a	a			a				
Fairly Dissatisfied	98	8	7	16	**	3	20	12	5	9	85	2	6	5
	5%	4%	6%	5%	**	2%	6%	8%	3%	5%	5%	2%	6%	5%
					ek		k	ek			k		k	
Neither Satisfied Nor Dissatisfied	284	24	6	60	**	16	57	30	20	31	247	11	15	11
	15%	12%	5%	20%	**	12%	17%	18%	13%	19%	15%	12%	15%	12%
				bdkm			b	bd		bd	b		b	
Fairly Satisfied	614	54	46	90	**	50	103	58	54	38	523	35	28	28
	32%	27%	40%	30%	**	37%	32%	35%	36%	23%	32%	36%	29%	31%
			i		acil	i		i	i		i	i		
Very Satisfied	699	87	45	100	**	50	106	52	49	72	583	39	36	41
	37%	44%	39%	33%	**	38%	32%	32%	33%	44%	36%	40%	38%	45%
		cfg								cfg				cfghj
Don't Know (DO NOT READ OUT)	160	23	10	29	**	10	29	10	20	9	140	6	8	5
	8%	12%	9%	10%	**	8%	9%	6%	13%	6%	9%	7%	9%	5%
		dm	d	d			d		dikm		d		d	
NET: Satisfied	1313	141	91	190	**	99	209	110	104	111	1106	73	65	69
	69%	72%	79%	62%	**	75%	64%	67%	69%	67%	68%	77%	67%	77%
			cf		cf	cf						cfjl		cfijl
NET: Dissatisfied	145	8	9	25	**	7	32	14	7	15	126	5	9	6
	8%	4%	7%	8%	**	5%	10%	9%	4%	9%	8%	5%	9%	6%
					aehkm		k							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very Dissatisfied	**48**	**	9	**	3	9	2	6	17	41	7	45	2	45	3
	3%	**	*5%*	**	*2%*	*2%*	*2%*	*7%*	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	*3%*
			e					**deh**							
Fairly Dissatisfied	**98**	**	9	**	16	17	*	5	44	78	19	93	5	94	4
	5%	**	*5%*	**	*11%*	*3%*	*%*	*6%*	*6%*	*5%*	*5%*	*5%*	*3%*	*5%*	*4%*
		f	f	**ef**	**efh**			f	**ef**						
Neither Satisfied Nor Dissatisfied	**284**	**	28	**	20	71	16	19	117	240	44	260	24	267	17
	15%	**	*15%*	**	*13%*	*13%*	*21%*	*23%*	*15%*	*16%*	*12%*	*15%*	*14%*	*15%*	*16%*
							e	**deh**		b					
Fairly Satisfied	**614**	**	59	**	54	183	20	22	252	498	115	557	57	589	25
	32%	**	*32%*	**	*36%*	*34%*	*26%*	*26%*	*32%*	*33%*	*31%*	*32%*	*33%*	*33%*	*24%*
Very Satisfied	**699**	**	57	**	51	216	34	24	277	533	166	633	66	659	40
	37%	**	*31%*	**	*33%*	*40%*	*45%*	*30%*	*36%*	*35%*	*44%*	*37%*	*38%*	*37%*	*38%*
		bcdg				b	**bg**				a				
Don't Know (DO NOT READ OUT)	**160**	**	21	**	8	49	4	6	70	136	24	142	18	143	17
	8%	**	*11%*	**	*5%*	*9%*	*5%*	*7%*	*9%*	*9%*	*6%*	*8%*	*10%*	*8%*	*16%*
			d												a
NET: Satisfied	**1313**	**	117	**	105	399	54	46	528	1032	281	1190	123	1248	65
	69%	**	*64%*	**	*69%*	*73%*	*71%*	*56%*	*68%*	*68%*	*75%*	*69%*	*71%*	*69%*	*62%*
		bg			g	**bgh**	g		g		a				
NET: Dissatisfied	**145**	**	18	**	19	25	2	11	62	119	26	138	7	139	7
	8%	**	*10%*	**	*13%*	*5%*	*3%*	*13%*	*8%*	*8%*	*7%*	*8%*	*4%*	*8%*	*6%*
			ef	**ef**	**ef**			**ef**	e			b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very Dissatisfied	**48**	22	8	18	30	16	2	**	**	**	**	**	46	2	16	14	17
	3%	*2%*	*3%*	*4%*	*2%*	*5%*	*4%*	**	**	**	**	**	*2%*	*3%*	*2%*	*2%*	*5%*
				a		**ai**											**ab**
Fairly Dissatisfied	**98**	62	15	19	83	10	4	**	**	**	**	**	94	4	36	47	14
	5%	*6%*	*5%*	*4%*	*5%*	*3%*	*8%*	**	**	**	**	**	*5%*	*7%*	*5%*	*6%*	*4%*
							b										
Neither Satisfied Nor Dissatisfied	**284**	168	50	64	223	59	2	**	**	**	**	**	282	2	93	130	61
	15%	*15%*	*16%*	*15%*	*15%*	*19%*	*3%*	**	**	**	**	**	*15%*	*3%*	*13%*	*16%*	*16%*
					cj	**acj**							**cj**				
Fairly Satisfied	**614**	354	113	141	490	107	16	**	**	**	**	**	597	17	230	260	124
	32%	*31%*	*36%*	*33%*	*32%*	*34%*	*35%*	**	**	**	**	**	*32%*	*31%*	*31%*	*33%*	*34%*
Very Satisfied	**699**	424	103	157	564	109	22	**	**	**	**	**	673	27	285	279	135
	37%	*38%*	*32%*	*36%*	*37%*	*34%*	*48%*	**	**	**	**	**	*36%*	*51%*	*39%*	*35%*	*37%*
							b							**abi**			
Don't Know (DO NOT READ OUT)	**160**	95	28	33	142	15	*	**	**	**	**	**	158	2	75	67	18
	8%	*8%*	*9%*	*8%*	*9%*	*5%*	*%*	**	**	**	**	**	*9%*	*4%*	*10%*	*8%*	*5%*
					bc								**bc**		c	c	
NET: Satisfied	**1313**	778	216	297	1054	216	38	**	**	**	**	**	1270	43	515	539	259
	69%	*69%*	*68%*	*69%*	*69%*	*68%*	*84%*	**	**	**	**	**	*69%*	*82%*	*70%*	*68%*	*70%*
							abi							**abi**			
NET: Dissatisfied	**145**	83	23	37	114	26	6	**	**	**	**	**	140	6	52	62	32
	8%	*7%*	*7%*	*9%*	*7%*	*8%*	*13%*	**	**	**	**	**	*8%*	*11%*	*7%*	*8%*	*9%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1914	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	1903	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very Dissatisfied	48	28	26	38	18	13	32	33	4	**	**	**	**	**	18	**	**	**	**	**	**	**
	3%	2%	3%	3%	3%	3%	3%	3%	6%	**	**	**	**	**	3%	**	**	**	**	**	**	**
									a													
Fairly Dissatisfied	98	72	44	78	23	34	67	66	5	**	**	**	**	**	21	**	**	**	**	**	**	**
	5%	5%	5%	5%	3%	7%	6%	5%	8%	**	**	**	**	**	3%	**	**	**	**	**	**	**
		d		d		d	d			a												
Neither Satisfied Nor Dissatisfied	284	210	131	224	101	69	177	210	10	**	**	**	**	**	100	**	**	**	**	**	**	**
	15%	16%	16%	15%	15%	14%	16%	16%	15%	**	**	**	**	**	15%	**	**	**	**	**	**	**
Fairly Satisfied	614	430	284	475	247	153	369	425	25	**	**	**	**	**	239	**	**	**	**	**	**	**
	32%	32%	34%	33%	37%	32%	33%	32%	36%	**	**	**	**	**	37%	**	**	**	**	**	**	**
					a																	
Very Satisfied	699	500	301	532	241	174	402	493	23	**	**	**	**	**	229	**	**	**	**	**	**	**
	37%	37%	36%	37%	36%	36%	36%	37%	34%	**	**	**	**	**	35%	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	160	96	53	106	45	34	86	101	1	**	**	**	**	**	43	**	**	**	**	**	**	**
	8%	7%	6%	7%	7%	7%	8%	8%	1%	**	**	**	**	**	7%	**	**	**	**	**	**	**
								b		b	b											
NET: Satisfied	1313	930	585	1007	488	327	771	918	48	**	**	**	**	**	468	**	**	**	**	**	**	**
	69%	70%	70%	69%	72%	68%	68%	69%	70%	**	**	**	**	**	72%	**	**	**	**	**	**	**
NET: Dissatisfied	145	101	70	116	41	48	99	99	10	**	**	**	**	**	39	**	**	**	**	**	**	**
	8%	8%	8%	8%	6%	10%	9%	7%	14%	**	**	**	**	**	6%	**	**	**	**	**	**	**
						d	d		a													

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very Dissatisfied	**48**	14	6	10	8	**	8	1	4	5	**	12	**	6	37	11
	3%	*3%*	*2%*	*3%*	*4%*	**	*4%*	*1%*	*2%*	*4%*	**	*3%*	**	*3%*	*2%*	*8%*
					b					b						a
Fairly Dissatisfied	**98**	26	17	27	8	**	11	5	4	3	**	17	**	5	96	2
	5%	*6%*	*4%*	*6%*	*4%*	**	*5%*	*3%*	*3%*	*2%*	**	*4%*	**	*3%*	*5%*	*1%*
															b	
Neither Satisfied Nor Dissatisfied	**284**	48	77	72	26	**	35	30	25	11	**	60	**	36	258	26
	15%	*11%*	*20%*	*17%*	*13%*	**	*15%*	*21%*	*15%*	*9%*	**	*14%*	**	*18%*	*15%*	*20%*
			ad	a				d								
Fairly Satisfied	**614**	169	107	133	64	**	88	43	67	47	**	157	**	77	576	38
	32%	*37%*	*28%*	*32%*	*33%*	**	*36%*	*30%*	*41%*	*39%*	**	*35%*	**	*39%*	*33%*	*29%*
		b							b							
Very Satisfied	**699**	160	145	139	79	**	84	54	49	51	**	163	**	67	655	44
	37%	*35%*	*38%*	*34%*	*41%*	**	*35%*	*38%*	*30%*	*42%*	**	*37%*	**	*34%*	*37%*	*33%*
					c					c						
Don't Know (DO NOT READ OUT)	**160**	39	28	30	8	**	16	12	13	4	**	34	**	7	148	12
	8%	*9%*	*7%*	*7%*	*4%*	**	*6%*	*8%*	*8%*	*4%*	**	*8%*	**	*4%*	*8%*	*9%*
		d										c				
NET: Satisfied	**1313**	329	251	272	143	**	171	97	116	99	**	319	**	144	1231	82
	69%	*72%*	*66%*	*66%*	*74%*	**	*71%*	*67%*	*72%*	*80%*	**	*72%*	**	*73%*	*70%*	*62%*
					bc					**ab**						
NET: Dissatisfied	**145**	40	23	37	16	**	20	5	8	8	**	29	**	11	133	12
	8%	*9%*	*6%*	*9%*	*8%*	**	*8%*	*4%*	*5%*	*7%*	**	*7%*	**	*6%*	*8%*	*9%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very Dissatisfied	**48**	38	**	8	10	38	**	8	10	11	26	5	**
	3%	*3%*	**	*2%*	*5%* a	*3%*	**	*2%*	*5%* a	*4%*	*2%*	*4%*	**
Fairly Dissatisfied	**98**	78	**	20	3	78	**	18	5	12	70	10	**
	5%	*5%*	**	*4%*	*2%*	*5%*	**	*4%*	*3%*	*4%*	*6%*	*8%* a	**
Neither Satisfied Nor Dissatisfied	**284**	224	**	74	27	216	**	75	27	49	199	25	**
	15%	*16%*	**	*15%*	*14%*	*15%*	**	*15%*	*14%*	*16%*	*16%*	*18%*	**
Fairly Satisfied	**614**	471	**	182	65	465	**	182	65	108	407	45	**
	32%	*33%*	**	*37%*	*35%*	*33%*	**	*38%*	*34%*	*35%*	*33%*	*33%*	**
Very Satisfied	**699**	530	**	176	65	527	**	172	69	120	458	39	**
	37%	*37%*	**	*36%*	*35%*	*37%*	**	*35%*	*36%*	*39%* c	*37%* c	*29%*	**
Don't Know (DO NOT READ OUT)	**160**	106	**	29	16	106	**	29	16	9	91	12	**
	8%	*7%*	**	*6%*	*9%*	*7%*	**	*6%*	*8%*	*3%*	*7%* a	*9%* a	**
NET: Satisfied	**1313**	1002	**	358	130	992	**	354	134	228	864	85	**
	69%	*69%*	**	*73%*	*70%*	*69%*	**	*73%*	*70%*	*74%* c	*69%* c	*62%*	**
NET: Dissatisfied	**145**	116	**	28	13	116	**	26	15	23	96	15	**
	8%	*8%*	**	*6%*	*7%*	*8%*	**	*5%*	*8%*	*7%*	*8%*	*11%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	**1914**	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	**1903**	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very Dissatisfied	**48**	7	18	4	**	14	9	8	**	28	26	15	23	26	**
	3%	*3%*	*3%*	*4%*	**	*3%*	*2%*	*5%*	**	*2%*	*3%*	*2%*	*2%*	*3%*	**
Fairly Dissatisfied	**98**	15	37	9	**	17	15	3	**	72	44	21	59	51	**
	5%	*6%*	*5%*	*8%*	**	*4%*	*4%*	*2%*	**	*5%*	*5%*	*4%*	*5%*	*6%*	**
Neither Satisfied Nor Dissatisfied	**284**	42	116	15	**	71	65	18	**	210	131	91	192	142	**
	15%	*15%*	*16%*	*14%*	**	*15%*	*15%*	*11%*	**	*16%*	*16%*	*15%*	*16%*	*15%*	**
Fairly Satisfied	**614**	104	236	32	**	176	161	64	**	430	282	215	407	291	**
	32%	*38%*	*33%*	*30%*	**	*36%*	*38%*	*39%*	**	*32%*	*34%*	*37%*	*34%*	*32%*	**
												a			
Very Satisfied	**699**	91	257	36	**	175	145	64	**	500	301	212	424	334	**
	37%	*33%*	*36%*	*34%*	**	*36%*	*34%*	*39%*	**	*37%*	*36%*	*36%*	*36%*	*37%*	**
Don't Know (DO NOT READ OUT)	**160**	15	51	10	**	31	33	7	**	96	52	34	75	71	**
	8%	*6%*	*7%*	*9%*	**	*6%*	*8%*	*4%*	**	*7%*	*6%*	*6%*	*6%*	*8%*	**
NET: Satisfied	**1313**	195	494	68	**	350	305	128	**	930	583	428	831	624	**
	69%	*71%*	*69%*	*65%*	**	*72%*	*71%*	*78%*	**	*70%*	*70%*	*73%*	*70%*	*68%*	**
NET: Dissatisfied	**145**	22	55	13	**	31	24	12	**	101	70	35	81	76	**
	8%	*8%*	*8%*	*12%*	**	*6%*	*6%*	*7%*	**	*8%*	*8%*	*6%*	*7%*	*8%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	1914	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	1903	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very Dissatisfied	**48**	8	7	3	5	2	22	21	3	**	**	**	44	39	44	41	48
	3%	*2%*	*2%*	*1%*	*6%*	*2%*	*2%*	*2%*	*4%*	**	**	**	*2%*	*3%*	*2%*	*3%*	*3%*
					c												
Fairly Dissatisfied	**98**	14	9	13	1	3	59	48	2	**	**	**	95	86	95	76	97
	5%	*4%*	*3%*	*4%*	*1%*	*4%*	*5%*	*5%*	*3%*	**	**	**	*5%*	*6%*	*5%*	*5%*	*5%*
Neither Satisfied Nor Dissatisfied	**284**	53	32	67	8	8	173	148	15	**	**	**	259	210	259	215	270
	15%	*14%*	*11%*	*20%*	*9%*	*10%*	*15%*	*16%*	*20%*	**	**	**	*15%*	*15%*	*15%*	*15%*	*15%*
				abde													
Fairly Satisfied	**614**	152	108	113	35	39	401	311	20	**	**	**	567	469	572	463	600
	32%	*40%*	*39%*	*34%*	*39%*	*46%*	*35%*	*33%*	*26%*	**	**	**	*32%*	*33%*	*32%*	*32%*	*32%*
						c											
Very Satisfied	**699**	134	100	122	38	28	420	329	34	**	**	**	658	519	662	536	680
	37%	*36%*	*36%*	*37%*	*41%*	*33%*	*36%*	*35%*	*45%*	**	**	**	*37%*	*37%*	*37%*	*37%*	*37%*
Don't Know (DO NOT READ OUT)	**160**	16	21	12	4	4	79	81	1	**	**	**	135	94	135	107	151
	8%	*4%*	*7%*	*4%*	*4%*	*4%*	*7%*	*9%*	*2%*	**	**	**	*8%*	*7%*	*8%*	*7%*	*8%*
			c								a						
NET: Satisfied	**1313**	287	208	234	73	66	821	640	54	**	**	**	1225	987	1233	999	1280
	69%	*76%*	*75%*	*71%*	*80%*	*80%*	*71%*	*68%*	*71%*	**	**	**	*70%*	*70%*	*70%*	*70%*	*69%*
NET: Dissatisfied	**145**	22	15	15	6	5	81	68	5	**	**	**	139	125	139	116	145
	8%	*6%*	*6%*	*5%*	*7%*	*6%*	*7%*	*7%*	*6%*	**	**	**	*8%*	*9%*	*8%*	*8%*	*8%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very Dissatisfied	48	34	42	11	**	17	19	23	24	13	**	8	10	7	29	11
	3%	3%	2%	3%	**	1%	23% a	7% b	2%	5%	**	10%	4%	4%	2%	4%
Fairly Dissatisfied	98	64	92	18	**	56	8	23	74	11	**	-	11	8	69	21
	5%	6%	5%	5%	**	4%	10% a	7%	5%	4%	**	-%	4%	4%	5%	7%
Neither Satisfied Nor Dissatisfied	284	155	257	60	**	206	13	53	231	43	**	19	40	24	220	40
	15%	15%	15%	16%	**	13%	17%	16%	15%	15%	**	25%	16%	12%	16%	14%
Fairly Satisfied	614	332	575	121	**	513	16	114	500	100	**	31	84	73	448	90
	32%	32%	33%	32%	**	33% b	20%	35%	32%	35%	**	39%	33%	37%	32%	30%
Very Satisfied	699	385	663	146	**	656	10	79	620	96	**	17	89	75	514	110
	37%	37%	37%	38%	**	42% b	13%	24%	39% a	34%	**	21%	35% a	37%	37%	37%
Don't Know (DO NOT READ OUT)	160	84	141	25	**	130	14	35	125	20	**	5	18	13	120	25
	8%	8%	8%	7%	**	8%	18% a	11%	8%	7%	**	6%	7%	7%	9%	8%
NET: Satisfied	1313	716	1238	267	**	1170	26	194	1120	196	**	47	172	149	961	200
	69%	68%	70%	70%	**	74% b	33%	59%	71% a	69%	**	60%	69%	74%	69%	67%
NET: Dissatisfied	145	98	134	29	**	73	27	47	99	24	**	8	21	15	99	32
	8%	9%	8%	8%	**	5%	33% a	14% b	6%	9%	**	10%	8%	7%	7%	11% b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very Dissatisfied	**48**	5	10	33	28	20
	3%	*2%*	*8%*	*2%*	*3%*	*2%*
			ac			
Fairly Dissatisfied	**98**	8	7	81	63	35
	5%	*3%*	*6%*	*5%*	*6%*	*4%*
					b	
Neither Satisfied Nor Dissatisfied	**284**	43	20	217	169	116
	15%	*19%*	*16%*	*14%*	*16%*	*13%*
					b	
Fairly Satisfied	**614**	86	41	484	332	281
	32%	*38%*	*33%*	*32%*	*32%*	*32%*
Very Satisfied	**699**	65	33	594	373	326
	37%	*29%*	*26%*	*39%*	*36%*	*37%*
				ab		
Don't Know (DO NOT READ OUT)	**160**	18	14	127	59	101
	8%	*8%*	*12%*	*8%*	*6%*	*12%*
						a
NET: Satisfied	**1313**	151	74	1078	706	608
	69%	*67%*	*59%*	*70%*	*69%*	*69%*
				b		
NET: Dissatisfied	**145**	13	17	114	91	54
	8%	*6%*	*14%*	*7%*	*9%*	*6%*
			ac		b	

Columns Tested: a,b,c - a,b

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very Dissatisfied	**48**	*	5	7	9	6	2	2	3	5	5	1	2
	3%	**%*	*3%*	*5%*	*5%*	*4%*	*2%*	*2%*	*2%*	*2%*	*3%*	*1%*	*2%*
			a	**ak**	**ak**	**ak**				a	a		
Fairly Dissatisfied	**98**	10	3	10	13	8	3	5	2	19	2	15	6
	5%	*6%*	*2%*	*7%*	*7%*	*5%*	*2%*	*5%*	*2%*	*8%*	*1%*	*8%*	*5%*
		j		**hj**	**hj**					**bfhj**		**bhj**	
Neither Satisfied Nor Dissatisfied	**284**	22	26	33	30	31	18	25	20	21	12	28	18
	15%	*13%*	*16%*	*22%*	*15%*	*19%*	*17%*	*23%*	*14%*	*9%*	*8%*	*15%*	*15%*
			ij	**aij**	j	**ij**	**ij**	**adij**				j	j
Fairly Satisfied	**614**	44	45	39	63	69	33	36	42	80	55	66	42
	32%	*25%*	*28%*	*27%*	*31%*	*41%*	*31%*	*33%*	*30%*	*35%*	*34%*	*35%*	*35%*
						abcdh				a		a	
Very Satisfied	**699**	80	66	45	75	40	40	27	64	82	65	70	46
	37%	*46%*	*42%*	*31%*	*37%*	*24%*	*38%*	*25%*	*46%*	*36%*	*39%*	*37%*	*38%*
		cegi	**eg**		**eg**		**eg**		**ceg**	**eg**	**eg**	**eg**	**eg**
Don't Know (DO NOT READ OUT)	**160**	17	13	14	13	12	10	13	9	21	25	8	5
	8%	*10%*	*8%*	*10%*	*6%*	*7%*	*10%*	*12%*	*7%*	*9%*	*15%*	*4%*	*4%*
		k						**kl**			**dehkl**		
NET: Satisfied	**1313**	124	111	85	138	109	72	63	105	163	120	135	88
	69%	*72%*	*70%*	*57%*	*68%*	*65%*	*69%*	*58%*	*75%*	*71%*	*73%*	*72%*	*73%*
		cg	**cg**		c				**cg**	**cg**	**cg**	**cg**	**cg**
NET: Dissatisfied	**145**	11	8	16	23	14	4	7	5	24	7	16	9
	8%	*6%*	*5%*	*11%*	*11%*	*9%*	*4%*	*7%*	*3%*	*11%*	*4%*	*9%*	*7%*
				hj	**fhj**					**hj**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very Dissatisfied	**48**	12	17	10	9
	3%	*2%*	*4%*	*2%*	*2%*
Fairly Dissatisfied	**98**	23	24	26	24
	5%	*5%*	*5%*	*6%*	*5%*
Neither Satisfied Nor Dissatisfied	**284**	81	79	66	59
	15%	*17%*	*17%*	*14%*	*12%*
Fairly Satisfied	**614**	129	164	158	163
	32%	*27%*	*35%*	*33%*	*34%*
			a	a	a
Very Satisfied	**699**	192	154	173	180
	37%	*40%*	*33%*	*36%*	*38%*
		b			
Don't Know (DO NOT READ OUT)	**160**	44	35	43	37
	8%	*9%*	*7%*	*9%*	*8%*
NET: Satisfied	**1313**	320	319	331	343
	69%	*67%*	*67%*	*70%*	*73%*
					a
NET: Dissatisfied	**145**	35	42	36	32
	8%	*7%*	*9%*	*8%*	*7%*

Columns Tested: a,b,c,d

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1914	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	1903	1825	50	16	12	-	77	607	427	109	41	55
Very Dissatisfied	50	49	1	*	*	**	1	11	12	4	-	3
	3%	3%	2%	1%	3%	**	2%	2%	3%	4%	-%	5%
Fairly Dissatisfied	70	67	2	1	*	**	3	18	18	4	1	*
	4%	4%	3%	5%	1%	**	3%	3%	4%	4%	3%	*%
									e			
Neither Satisfied Nor Dissatisfied	263	255	6	2	1	**	8	82	51	16	7	6
	14%	14%	11%	12%	8%	**	11%	14%	12%	15%	17%	11%
Fairly Satisfied	476	451	16	5	4	**	25	146	103	48	9	14
	25%	25%	33%	30%	34%	**	32%	24%	24%	44%	22%	26%
			a				a			abde		
Very Satisfied	909	875	22	6	5	**	34	311	228	32	21	29
	48%	48%	45%	40%	48%	**	44%	51%	53%	30%	52%	53%
								c	c		c	c
Don't Know (DO NOT READ OUT)	134	128	3	2	1	**	6	39	14	4	2	3
	7%	7%	6%	13%	7%	**	8%	6%	3%	4%	6%	5%
				abf								
NET: Satisfied	1385	1326	38	11	9	**	59	457	332	80	30	43
	73%	73%	77%	69%	81%	**	76%	75%	78%	74%	74%	79%
					c							
NET: Dissatisfied	120	116	3	1	*	**	4	29	30	8	1	3
	6%	6%	5%	6%	4%	**	5%	5%	7%	7%	3%	5%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very Dissatisfied	**50**	2	7	10	*	*	10	4	4	6	43	2	4	2
	3%	*1%*	*5%*	*3%*	**%*	**%*	*3%*	*2%*	*3%*	*5%*	*3%*	*2%*	*4%*	*2%*
			e							e			e	
Fairly Dissatisfied	**70**	4	4	18	-	5	11	10	6	4	61	3	3	3
	4%	*2%*	*3%*	*5%*	*-%*	*3%*	*4%*	*5%*	*4%*	*3%*	*4%*	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**263**	19	8	49	18	30	49	30	20	7	231	12	13	7
	14%	*11%*	*6%*	*15%*	*24%*	*20%*	*17%*	*16%*	*14%*	*5%*	*14%*	*14%*	*14%*	*8%*
				bim	**abim**	**bim**	**bim**	**bim**	i		**bim**	i	**bim**	
Fairly Satisfied	**476**	48	30	97	15	45	75	47	33	20	410	20	20	26
	25%	*29%*	*21%*	*30%*	*20%*	*29%*	*26%*	*25%*	*23%*	*14%*	*25%*	*22%*	*22%*	*29%*
		i		i		i	i	i			i			i
Very Satisfied	**909**	88	77	138	40	57	136	89	59	87	771	45	45	48
	48%	*53%*	*54%*	*42%*	*53%*	*37%*	*47%*	*47%*	*41%*	*62%*	*47%*	*51%*	*50%*	*53%*
		e	e		e					**cefghjl**	e	**ce**	e	**ceh**
Don't Know (DO NOT READ OUT)	**134**	6	17	16	2	18	12	10	20	16	117	7	5	5
	7%	*4%*	*12%*	*5%*	*3%*	*12%*	*4%*	*6%*	*14%*	*11%*	*7%*	*7%*	*6%*	*5%*
			acfm			**acfm**			**acdfgjlm**	**acfm**				
NET: Satisfied	**1385**	136	107	235	55	101	211	135	92	107	1181	65	65	74
	73%	*81%*	*75%*	*72%*	*74%*	*66%*	*72%*	*71%*	*65%*	*76%*	*72%*	*74%*	*72%*	*82%*
		ehj												**cefghjkl**
NET: Dissatisfied	**120**	6	11	27	*	5	21	14	10	10	104	5	7	4
	6%	*3%*	*8%*	*8%*	**%*	*3%*	*7%*	*7%*	*7%*	*7%*	*6%*	*5%*	*7%*	*5%*
			d	d									d	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very Dissatisfied	**50**	8	3	10	**	*	11	*	4	6	43	2	4	2
	3%	*4%*	*2%*	*3%*	**	**%*	*3%*	**%*	*3%*	*4%*	*3%*	*2%*	*4%*	*2%*
		eg					g			**eg**			**eg**	
Fairly Dissatisfied	**70**	6	4	14	**	2	15	8	9	4	61	3	3	3
	4%	*3%*	*4%*	*5%*	**	*2%*	*5%*	*5%*	*6%*	*2%*	*4%*	*3%*	*3%*	*3%*
Neither Satisfied Nor Dissatisfied	**263**	23	4	49	**	26	54	23	24	7	229	14	13	7
	14%	*12%*	*4%*	*16%*	**	*20%*	*17%*	*14%*	*16%*	*4%*	*14%*	*15%*	*13%*	*8%*
		i		**bim**	**abgijklm**	**bim**	**bim**	**bi**	**bim**		**bim**	**bim**	**bi**	
Fairly Satisfied	**476**	49	22	91	**	37	83	43	38	28	405	23	22	26
	25%	*25%*	*19%*	*30%*	**	*28%*	*25%*	*26%*	*26%*	*17%*	*25%*	*24%*	*23%*	*29%*
				i										i
Very Satisfied	**909**	104	72	125	**	54	145	79	57	103	767	45	49	48
	48%	*53%*	*62%*	*41%*	**	*40%*	*44%*	*48%*	*38%*	*62%*	*47%*	*48%*	*51%*	*53%*
		ch	**cefhjk**							**cdefghjkl**			**ch**	**ceh**
Don't Know (DO NOT READ OUT)	**134**	8	11	16	**	13	19	11	17	16	115	8	6	5
	7%	*4%*	*9%*	*5%*	**	*10%*	*6%*	*6%*	*11%*	*10%*	*7%*	*9%*	*6%*	*5%*
									acm					
NET: Satisfied	**1385**	153	94	216	**	91	227	122	96	131	1172	68	71	74
	73%	*78%*	*81%*	*71%*	**	*68%*	*70%*	*75%*	*64%*	*80%*	*72%*	*71%*	*74%*	*82%*
		h	**dh**							**defh**				**cdefhjkl**
NET: Dissatisfied	**120**	13	7	24	**	2	27	8	13	10	104	5	7	4
	6%	*7%*	*6%*	*8%*	**	*2%*	*8%*	*5%*	*8%*	*6%*	*6%*	*5%*	*7%*	*5%*
				e			e		**de**				e	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**1914**	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	**1903**	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very Dissatisfied	**50**	**	2	**	3	11	8	3	17	41	9	45	5	44	6
	3%	**	*1%*	**	*2%*	*2%*	*10%*	*4%*	*2%*	*3%*	*2%*	*3%*	*3%*	*2%*	*6%*
		b					**bdeh**								
Fairly Dissatisfied	**70**	**	10	**	1	15	2	2	34	59	11	61	9	66	4
	4%	**	*6%*	**	*1%*	*3%*	*3%*	*3%*	*4%*	*4%*	*3%*	*4%*	*5%*	*4%*	*3%*
		d	d						d						
Neither Satisfied Nor Dissatisfied	**263**	**	23	**	19	98	4	9	103	215	48	239	25	253	10
	14%	**	*13%*	**	*12%*	*18%*	*6%*	*11%*	*13%*	*14%*	*13%*	*14%*	*14%*	*14%*	*10%*
						afh			f						
Fairly Satisfied	**476**	**	49	**	34	127	16	27	196	377	99	431	45	446	30
	25%	**	*27%*	**	*23%*	*23%*	*20%*	*33%*	*25%*	*25%*	*26%*	*25%*	*26%*	*25%*	*28%*
Very Satisfied	**909**	**	90	**	76	259	44	36	363	724	185	837	72	865	44
	48%	**	*49%*	**	*50%*	*48%*	*57%*	*44%*	*47%*	*47%*	*49%*	*48%*	*42%*	*48%*	*42%*
Don't Know (DO NOT READ OUT)	**134**	**	8	**	19	34	3	4	63	110	24	117	17	122	12
	7%	**	*4%*	**	*13%*	*6%*	*4%*	*5%*	*8%*	*7%*	*6%*	*7%*	*10%*	*7%*	*11%*
					bef										
NET: Satisfied	**1385**	**	139	**	110	386	60	63	559	1101	284	1268	117	1312	73
	73%	**	*76%*	**	*73%*	*71%*	*78%*	*77%*	*72%*	*72%*	*76%*	*73%*	*68%*	*73%*	*70%*
				eh											
NET: Dissatisfied	**120**	**	13	**	4	26	10	6	52	100	20	106	14	111	9
	6%	**	*7%*	**	*3%*	*5%*	*13%*	*7%*	*7%*	*7%*	*5%*	*6%*	*8%*	*6%*	*9%*
		de					**deh**		d						

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very Dissatisfied	50	24	7	16	39	6	3	**	**	**	**	**	46	5	20	19	11
	3%	2%	2%	4%	3%	2%	6%	**	**	**	**	**	2%	9%	3%	2%	3%
														abi			
Fairly Dissatisfied	70	35	11	22	46	22	2	**	**	**	**	**	68	2	19	27	24
	4%	3%	4%	5%	3%	7%	5%	**	**	**	**	**	4%	4%	3%	3%	6%
				a		ai											ab
Neither Satisfied Nor Dissatisfied	263	136	50	73	195	55	13	**	**	**	**	**	250	14	81	114	69
	14%	12%	16%	17%	13%	17%	28%	**	**	**	**	**	13%	26%	11%	14%	19%
				a		ai	abi							ai			ab
Fairly Satisfied	476	276	84	112	373	84	14	**	**	**	**	**	457	19	152	221	103
	25%	25%	26%	26%	24%	27%	32%	**	**	**	**	**	25%	36%	21%	28%	28%
														ai		a	a
Very Satisfied	909	571	147	180	766	131	12	**	**	**	**	**	897	12	392	374	143
	48%	51%	46%	42%	50%	41%	27%	**	**	**	**	**	48%	24%	53%	47%	39%
		c			bcj	cj							bcj		bc	c	
Don't Know (DO NOT READ OUT)	134	83	18	27	113	20	1	**	**	**	**	**	133	1	71	43	21
	7%	7%	6%	6%	7%	6%	2%	**	**	**	**	**	7%	2%	10%	5%	6%
															bc		
NET: Satisfied	1385	848	230	292	1139	214	27	**	**	**	**	**	1354	31	544	595	246
	73%	75%	73%	68%	74%	68%	59%	**	**	**	**	**	73%	59%	74%	75%	67%
		c			bcj								bcj		c	c	
NET: Dissatisfied	120	58	18	38	85	28	5	**	**	**	**	**	113	7	39	46	35
	6%	5%	6%	9%	6%	9%	11%	**	**	**	**	**	6%	13%	5%	6%	9%
				a		a								ai			ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1914	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	1903	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very Dissatisfied	**50**	40	29	43	20	13	27	32	7	**	**	**	**	**	18	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*10%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
									ac		**ac**											
Fairly Dissatisfied	**70**	53	32	58	39	20	47	50	4	**	**	**	**	**	36	**	**	**	**	**	**	**
	4%	*4%*	*4%*	*4%*	*6%*	*4%*	*4%*	*4%*	*5%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**263**	187	112	205	102	82	160	189	6	**	**	**	**	**	98	**	**	**	**	**	**	**
	14%	*14%*	*13%*	*14%*	*15%*	*17%*	*14%*	*14%*	*8%*	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
						b					**ab**											
Fairly Satisfied	**476**	339	246	377	175	136	299	339	24	**	**	**	**	**	168	**	**	**	**	**	**	**
	25%	*25%*	*29%*	*26%*	*26%*	*29%*	*26%*	*26%*	*35%*	**	**	**	**	**	*26%*	**	**	**	**	**	**	**
			a						**ad**													
Very Satisfied	**909**	627	378	674	304	188	537	641	18	**	**	**	**	**	296	**	**	**	**	**	**	**
	48%	*47%*	*45%*	*46%*	*45%*	*39%*	*47%*	*48%*	*26%*	**	**	**	**	**	*45%*	**	**	**	**	**	**	**
		e	e	e	e		e	**bd**		d												
Don't Know (DO NOT READ OUT)	**134**	90	43	96	37	38	61	78	10	**	**	**	**	**	35	**	**	**	**	**	**	**
	7%	*7%*	*5%*	*7%*	*5%*	*8%*	*5%*	*6%*	*15%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
						bf			a		a											
NET: Satisfied	**1385**	966	624	1051	478	325	837	980	42	**	**	**	**	**	464	**	**	**	**	**	**	**
	73%	*72%*	*74%*	*72%*	*71%*	*68%*	*74%*	*74%*	*62%*	**	**	**	**	**	*71%*	**	**	**	**	**	**	**
			e	e			e	**bd**	d	d												
NET: Dissatisfied	**120**	93	60	101	58	33	75	82	10	**	**	**	**	**	54	**	**	**	**	**	**	**
	6%	*7%*	*7%*	*7%*	*9%*	*7%*	*7%*	*6%*	*15%*	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
									a		**ac**											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very Dissatisfied	**50**	14	9	6	12	**	4	2	6	7	**	14	**	6	48	2
	3%	*3%*	*2%*	*1%*	*6%*	**	*2%*	*2%*	*4%*	*6%*	**	*3%*	**	*3%*	*3%*	*2%*
					abc					a						
Fairly Dissatisfied	**70**	17	9	21	9	**	15	4	10	8	**	22	**	15	66	4
	4%	*4%*	*2%*	*5%*	*5%*	**	*6%*	*3%*	*6%*	*7%*	**	*5%*	**	*8%*	*4%*	*3%*
Neither Satisfied Nor Dissatisfied	**263**	52	56	58	35	**	24	20	36	20	**	78	**	19	240	23
	14%	*11%*	*15%*	*14%*	*18%*	**	*10%*	*14%*	*22%*	*16%*	**	*18%*	**	*10%*	*14%*	*18%*
					a				**ab**			c	c			
Fairly Satisfied	**476**	95	104	121	54	**	58	37	44	36	**	107	**	58	433	43
	25%	*21%*	*28%*	*30%*	*28%*	**	*24%*	*25%*	*27%*	*29%*	**	*24%*	**	*29%*	*24%*	*33%*
			a	a	a											a
Very Satisfied	**909**	232	177	187	75	**	125	73	58	47	**	201	**	91	857	53
	48%	*51%*	*47%*	*46%*	*39%*	**	*52%*	*51%*	*36%*	*38%*	**	*45%*	**	*46%*	*48%*	*40%*
		d	d				**cd**	**cd**				b		b		
Don't Know (DO NOT READ OUT)	**134**	47	24	17	8	**	16	8	8	5	**	22	**	10	127	7
	7%	*10%*	*6%*	*4%*	*4%*	**	*6%*	*6%*	*5%*	*4%*	**	*5%*	**	*5%*	*7%*	*6%*
		cd											**ac**			
NET: Satisfied	**1385**	327	281	309	129	**	183	110	102	83	**	307	**	149	1289	96
	73%	*72%*	*74%*	*75%*	*67%*	**	*76%*	*76%*	*63%*	*67%*	**	*69%*	**	*75%*	*73%*	*72%*
			d	d			c	c				b		b		
NET: Dissatisfied	**120**	31	18	26	22	**	19	7	16	15	**	36	**	21	114	6
	6%	*7%*	*5%*	*6%*	*11%*	**	*8%*	*5%*	*10%*	*13%*	**	*8%*	**	*10%*	*6%*	*5%*
					abc					b						

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very Dissatisfied	**50**	43	**	16	4	43	**	15	4	8	38	6	**
	3%	*3%*	**	*3%*	*2%*	*3%*	**	*3%*	*2%*	*3%*	*3%*	*4%*	**
Fairly Dissatisfied	**70**	58	**	34	4	58	**	34	4	12	52	6	**
	4%	*4%*	**	*7%* b	*2%*	*4%*	**	*7%* b	*2%*	*4%*	*4%*	*4%*	**
Neither Satisfied Nor Dissatisfied	**263**	205	**	68	34	197	**	70	32	52	167	31	**
	14%	*14%*	**	*14%*	*18%*	*14%*	**	*15%*	*17%*	*17%*	*13%*	*23%* b	**
Fairly Satisfied	**476**	374	**	120	55	370	**	116	58	75	329	37	**
	25%	*26%*	**	*24%*	*30%*	*26%*	**	*24%*	*30%*	*24%*	*26%*	*27%*	**
Very Satisfied	**909**	674	**	224	79	668	**	220	83	147	579	52	**
	48%	*47%*	**	*46%*	*43%*	*47%*	**	*46%*	*43%*	*48%* c	*46%* c	*38%*	**
Don't Know (DO NOT READ OUT)	**134**	94	**	27	10	94	**	27	10	14	86	5	**
	7%	*6%*	**	*6%*	*5%*	*7%*	**	*6%*	*5%*	*4%*	*7%*	*3%*	**
NET: Satisfied	**1385**	1048	**	344	134	1037	**	337	142	222	908	90	**
	73%	*72%*	**	*70%*	*72%*	*73%*	**	*70%*	*74%*	*72%*	*73%* c	*65%*	**
NET: Dissatisfied	**120**	101	**	50	8	101	**	50	9	20	90	12	**
	6%	*7%*	**	*10%* b	*4%*	*7%*	**	*10%* b	*4%*	*7%*	*7%*	*9%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1914	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	1903	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very Dissatisfied	**50**	8	26	8	**	15	13	6	**	40	28	20	31	31	**
	3%	*3%*	*4%*	*7%*	**	*3%*	*3%*	*3%*	**	*3%*	*3%*	*3%*	*3%*	*3%*	**
				ab											
Fairly Dissatisfied	**70**	10	27	3	**	22	31	7	**	53	32	36	45	34	**
	4%	*4%*	*4%*	*3%*	**	*5%*	*7%*	*5%*	**	*4%*	*4%*	*6%*	*4%*	*4%*	**
												ab			
Neither Satisfied Nor Dissatisfied	**263**	34	97	17	**	72	72	32	**	187	109	88	163	135	**
	14%	*12%*	*14%*	*17%*	**	*15%*	*17%*	*19%*	**	*14%*	*13%*	*15%*	*14%*	*15%*	**
															a
Fairly Satisfied	**476**	71	219	34	**	130	116	49	**	339	246	146	316	260	**
	25%	*26%*	*31%*	*33%*	**	*27%*	*27%*	*30%*	**	*25%*	*29%*	*25%*	*27%*	*28%*	**
											ac				
Very Satisfied	**909**	134	313	41	**	224	172	60	**	627	378	266	554	392	**
	48%	*49%*	*44%*	*39%*	**	*46%*	*40%*	*37%*	**	*47%*	*45%*	*45%*	*47%*	*43%*	**
						c							c	c	
Don't Know (DO NOT READ OUT)	**134**	16	34	1	**	20	25	10	**	90	43	31	72	61	**
	7%	*6%*	*5%*	*1%*	**	*4%*	*6%*	*6%*	**	*7%*	*5%*	*5%*	*6%*	*7%*	**
		c	c												
NET: Satisfied	**1385**	205	532	75	**	354	287	110	**	966	624	412	869	652	**
	73%	*75%*	*74%*	*72%*	**	*73%*	*67%*	*67%*	**	*72%*	*75%*	*70%*	*74%*	*71%*	**
						b							c		
NET: Dissatisfied	**120**	19	53	11	**	37	44	13	**	93	60	56	76	66	**
	6%	*7%*	*7%*	*11%*	**	*8%*	*10%*	*8%*	**	*7%*	*7%*	*10%*	*6%*	*7%*	**
												a			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**1914**	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	**1903**	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very Dissatisfied	**50**	14	12	13	5	5	29	31	8	**	**	**	45	43	45	43	50
	3%	*4%*	*4%*	*4%*	*6%*	*7%*	*2%*	*3%*	*10%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
Fairly Dissatisfied	**70**	25	21	15	5	7	47	42	7	**	**	**	63	54	63	56	66
	4%	*7%*	*8%*	*4%*	*5%*	*8%*	*4%*	*4%*	*9%*	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
Neither Satisfied Nor Dissatisfied	**263**	57	50	51	16	14	155	127	10	**	**	**	242	203	244	205	260
	14%	*15%*	*18%*	*16%*	*18%*	*17%*	*13%*	*14%*	*13%*	**	**	**	*14%*	*14%*	*14%*	*14%*	*14%*
Fairly Satisfied	**476**	117	79	77	28	31	318	263	17	**	**	**	451	389	452	369	471
	25%	*31%*	*29%*	*23%*	*31%*	*37%*	*28%*	*28%*	*22%*	**	**	**	*26%*	*27%*	*26%*	*26%*	*26%*
		c				c											
Very Satisfied	**909**	148	98	154	35	23	532	412	32	**	**	**	837	644	843	678	871
	48%	*39%*	*36%*	*47%*	*38%*	*28%*	*46%*	*44%*	*43%*	**	**	**	*48%*	*45%*	*48%*	*47%*	*47%*
		e		**abe**													
Don't Know (DO NOT READ OUT)	**134**	16	15	18	2	3	74	62	3	**	**	**	119	84	119	85	128
	7%	*4%*	*5%*	*6%*	*2%*	*3%*	*6%*	*7%*	*4%*	**	**	**	*7%*	*6%*	*7%*	*6%*	*7%*
NET: Satisfied	**1385**	265	177	231	63	54	849	675	49	**	**	**	1288	1033	1295	1047	1342
	73%	*70%*	*64%*	*70%*	*69%*	*65%*	*74%*	*72%*	*65%*	**	**	**	*73%*	*73%*	*73%*	*73%*	*73%*
NET: Dissatisfied	**120**	39	33	28	10	12	75	73	14	**	**	**	109	97	109	99	116
	6%	*10%*	*12%*	*9%*	*11%*	*15%*	*7%*	*8%*	*19%*	**	**	**	*6%*	*7%*	*6%*	*7%*	*6%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**1914**	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	**1903**	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very Dissatisfied	**50**	28	46	6	**	28	14	23	27	8	**	2	6	10	28	12
	3%	*3%*	*3%*	*2%*	**	*2%*	*17%* a	*7%* b	*2%*	*3%*	**	*3%*	*3%*	*5%* b	*2%*	*4%* b
Fairly Dissatisfied	**70**	41	63	11	**	41	9	40	30	9	**	4	8	13	46	11
	4%	*4%*	*4%*	*3%*	**	*3%*	*11%* a	*12%* b	*2%*	*3%*	**	*5%*	*3%*	*6%* b	*3%*	*4%*
Neither Satisfied Nor Dissatisfied	**263**	154	241	61	**	178	18	91	173	47	**	16	49	33	186	44
	14%	*15%*	*14%*	*16%*	**	*11%*	*22%* a	*28%* b	*11%*	*17%*	**	*21%*	*19%*	*16%*	*13%*	*15%*
Fairly Satisfied	**476**	270	446	95	**	399	18	91	385	84	**	22	74	47	349	79
	25%	*26%*	*25%*	*25%*	**	*25%*	*22%*	*28%*	*24%*	*30%*	**	*28%*	*30%*	*24%*	*25%*	*26%*
Very Satisfied	**909**	493	854	189	**	825	11	71	838	117	**	31	100	90	690	126
	48%	*47%*	*48%*	*50%*	**	*52%* b	*13%*	*21%*	*53%* a	*41%*	**	*39%*	*40%*	*45%*	*49%* c	*42%*
Don't Know (DO NOT READ OUT)	**134**	67	121	18	**	107	11	14	120	17	**	3	14	7	100	25
	7%	*6%*	*7%*	*5%*	**	*7%*	*14%* a	*4%*	*8%* a	*6%*	**	*4%*	*6%*	*4%*	*7%*	*8%* a
NET: Satisfied	**1385**	762	1301	285	**	1225	29	161	1224	201	**	53	174	138	1040	204
	73%	*72%*	*73%*	*75%*	**	*78%* b	*35%*	*49%*	*78%* a	*71%*	**	*67%*	*69%*	*69%*	*74%* c	*69%*
NET: Dissatisfied	**120**	69	108	18	**	69	23	63	57	18	**	6	14	23	74	23
	6%	*7%*	*6%*	*5%*	**	*4%*	*28%* a	*19%* b	*4%*	*6%*	**	*8%*	*6%*	*11%* b	*5%*	*8%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very Dissatisfied	**50**	3	10	37	28	22
	3%	*1%*	*8%*	*2%*	*3%*	*3%*
			ac			
Fairly Dissatisfied	**70**	9	7	54	39	31
	4%	*4%*	*5%*	*4%*	*4%*	*4%*
Neither Satisfied Nor Dissatisfied	**263**	54	21	186	162	102
	14%	*24%*	*17%*	*12%*	*16%*	*12%*
		c			b	
Fairly Satisfied	**476**	61	30	380	256	220
	25%	*27%*	*24%*	*25%*	*25%*	*25%*
Very Satisfied	**909**	91	55	760	477	432
	48%	*41%*	*44%*	*49%*	*47%*	*49%*
				a		
Don't Know (DO NOT READ OUT)	**134**	7	2	119	62	72
	7%	*3%*	*2%*	*8%*	*6%*	*8%*
				ab		
NET: Satisfied	**1385**	152	84	1140	733	652
	73%	*67%*	*68%*	*74%*	*72%*	*74%*
				a		
NET: Dissatisfied	**120**	12	17	91	67	53
	6%	*5%*	*13%*	*6%*	*7%*	*6%*
			ac			

Columns Tested: a,b,c - a,b

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very Dissatisfied	**50**	4	7	3	5	2	2	5	1	12	3	6	*
	3%	*2%*	*4%*	*2%*	*3%*	*1%*	*2%*	*4%*	**%*	*5%*	*2%*	*3%*	**%*
			hl					**hl**		**hl**		l	
Fairly Dissatisfied	**70**	10	5	4	16	8	3	4	3	7	3	6	3
	4%	*6%*	*3%*	*3%*	*8%*	*5%*	*3%*	*3%*	*2%*	*3%*	*2%*	*3%*	*2%*
		j			**bchijkl**								
Neither Satisfied Nor Dissatisfied	**263**	20	26	24	34	26	19	20	17	27	18	14	17
	14%	*12%*	*16%*	*17%*	*17%*	*16%*	*18%*	*18%*	*12%*	*12%*	*11%*	*8%*	*14%*
			k	k	k	k	k	k					
Fairly Satisfied	**476**	37	29	35	56	47	22	29	38	72	41	50	19
	25%	*22%*	*18%*	*24%*	*28%*	*28%*	*21%*	*26%*	*27%*	*32%*	*25%*	*27%*	*16%*
					bl	**bl**		l	l	**abfl**		l	
Very Satisfied	**909**	95	83	74	81	81	53	40	57	88	87	95	75
	48%	*55%*	*52%*	*50%*	*40%*	*49%*	*51%*	*37%*	*41%*	*38%*	*53%*	*51%*	*62%*
		dghi	**dgi**	**gi**		g	**gi**				**dghi**	**dgi**	**cdeghi**
Don't Know (DO NOT READ OUT)	**134**	7	9	7	9	2	5	12	24	22	13	16	7
	7%	*4%*	*6%*	*5%*	*5%*	*1%*	*5%*	*11%*	*17%*	*10%*	*8%*	*9%*	*6%*
			e					**acdeabcdefijkl**		**ade**	e	e	e
NET: Satisfied	**1385**	132	112	109	137	128	75	69	95	160	128	145	94
	73%	*76%*	*71%*	*74%*	*68%*	*77%*	*72%*	*63%*	*68%*	*70%*	*78%*	*77%*	*78%*
		g				g					**dg**	**dg**	g
NET: Dissatisfied	**120**	14	12	7	22	10	5	8	3	18	6	12	3
	6%	*8%*	*7%*	*5%*	*11%*	*6%*	*4%*	*8%*	*2%*	*8%*	*3%*	*6%*	*2%*
		hl			**chjl**			**hl**		**hl**			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Amount / level of lost post sent (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	1914	482	477	479	476
Weighted total	1903	480	474	476	472
Very Dissatisfied	50	14	9	17	9
	3%	3%	2%	4%	2%
Fairly Dissatisfied	70	19	27	13	11
	4%	4%	6%	3%	2%
			cd		
Neither Satisfied Nor Dissatisfied	263	70	80	64	49
	14%	15%	17%	13%	10%
		d	d		
Fairly Satisfied	476	102	126	139	110
	25%	21%	27%	29%	23%
				ad	
Very Satisfied	909	252	215	185	257
	48%	52%	45%	39%	54%
		bc	c		bc
Don't Know (DO NOT READ OUT)	134	23	17	58	36
	7%	5%	4%	12%	8%
				abd	b
NET: Satisfied	1385	354	341	324	367
	73%	74%	72%	68%	78%
					bc
NET: Dissatisfied	120	33	36	30	20
	6%	7%	8%	6%	4%
			d		

Columns Tested: a,b,c,d

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Table 101

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1914	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	1903	1825	50	16	12	-	77	607	427	109	41	55
Very Dissatisfied	**110**	106	3	1	1	**	4	40	24	9	2	2
	6%	*6%*	*6%*	*5%*	*5%*	**	*6%*	*7%*	*6%*	*8%* e	*5%*	*3%*
Fairly Dissatisfied	**241**	233	5	2	1	**	8	69	58	12	3	8
	13%	*13%*	*9%*	*15%*	*8%*	**	*10%*	*11%*	*14%*	*11%*	*6%*	*15%*
Neither Satisfied Nor Dissatisfied	**655**	631	15	6	4	**	24	212	144	42	16	13
	34%	*35%*	*30%*	*35%*	*34%*	**	*31%*	*35%* e	*34%* e	*39%* e	*39%* e	*24%*
Fairly Satisfied	**570**	543	19	4	4	**	27	183	135	30	12	20
	30%	*30%*	*38%* **ac**	*28%*	*32%*	**	*35%* a	*30%*	*32%*	*28%*	*29%*	*35%*
Very Satisfied	**299**	286	8	3	3	**	14	91	61	15	8	13
	16%	*16%*	*16%*	*18%*	*22%*	**	*18%*	*15%*	*14%*	*14%*	*20%*	*23%* **ab**
Don't Know (DO NOT READ OUT)	**27**	27	*	-	-	**	*	12	5	-	-	-
	1%	*1%* f	*1%*	*-%*	*-%*	**	**%*	*2%*	*1%*	*-%*	*-%*	*-%*
NET: Satisfied	**869**	828	27	7	6	**	40	274	196	45	20	32
	46%	*45%*	*54%* a	*46%*	*53%*	**	*52%* a	*45%*	*46%*	*42%*	*49%*	*58%* **abc**
NET: Dissatisfied	**351**	339	8	3	1	**	12	109	82	22	5	10
	18%	*19%*	*15%*	*19%*	*13%*	**	*16%*	*18%*	*19%*	*20%*	*12%*	*18%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very Dissatisfied	**110**	7	14	18	3	4	18	7	10	8	90	6	5	9
	6%	*4%*	*10%*	*6%*	*4%*	*3%*	*6%*	*4%*	*7%*	*6%*	*5%*	*7%*	*6%*	*10%*
			e											**egj**
Fairly Dissatisfied	**241**	19	13	52	18	20	36	30	15	7	211	8	11	12
	13%	*12%*	*9%*	*16%*	*24%*	*13%*	*12%*	*16%*	*10%*	*5%*	*13%*	*9%*	*12%*	*13%*
				ik	**abfhijklm**	i	i	**ik**			i		i	i
Neither Satisfied Nor Dissatisfied	**655**	66	44	107	27	50	103	78	37	57	569	28	28	30
	34%	*40%*	*31%*	*33%*	*35%*	*33%*	*35%*	*41%*	*26%*	*41%*	*35%*	*31%*	*32%*	*32%*
		h						h		h				
Fairly Satisfied	**570**	49	50	97	11	56	73	41	63	44	486	30	28	25
	30%	*30%*	*35%*	*30%*	*15%*	*36%*	*25%*	*21%*	*44%*	*32%*	*30%*	*34%*	*31%*	*28%*
		d	**dg**	d		**dfg**			**acdfgjlm**	d	**dg**	**dfg**	**dg**	
Very Satisfied	**299**	25	16	51	12	23	56	32	13	22	252	16	18	14
	16%	*15%*	*11%*	*16%*	*16%*	*15%*	*19%*	*17%*	*9%*	*16%*	*15%*	*18%*	*20%*	*16%*
							h					h	h	
Don't Know (DO NOT READ OUT)	**27**	*	5	2	4	-	6	2	5	2	26	1	-	1
	1%	*%*	*3%*	*1%*	*5%*	*-%*	*2%*	*1%*	*3%*	*1%*	*2%*	*1%*	*-%*	*1%*
			el		**acejklm**		l		**cekl**					
NET: Satisfied	**869**	74	66	148	24	80	129	72	77	67	738	46	46	40
	46%	*45%*	*47%*	*45%*	*31%*	*52%*	*44%*	*38%*	*54%*	*47%*	*45%*	*52%*	*51%*	*44%*
						dg			**dg**		d	**dg**	**dg**	
NET: Dissatisfied	**351**	26	27	71	21	24	54	38	24	15	300	15	16	21
	18%	*15%*	*19%*	*22%*	*28%*	*16%*	*18%*	*20%*	*17%*	*11%*	*18%*	*16%*	*17%*	*23%*
				i	i						i			i

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very Dissatisfied	**110**	10	11	14	**	5	24	4	10	8	90	7	5	9
	6%	*5%*	*10%*	*5%*	**	*4%*	*7%*	*2%*	*7%*	*5%*	*6%*	*7%*	*5%*	*10%*
			g				g							**cegj**
Fairly Dissatisfied	**241**	21	9	46	**	14	44	28	17	11	210	8	11	12
	13%	*11%*	*8%*	*15%*	**	*10%*	*14%*	*17%*	*11%*	*7%*	*13%*	*8%*	*11%*	*13%*
				ikabcefghijk			i	**ik**			i			
					lm									
Neither Satisfied Nor Dissatisfied	**655**	73	40	99	**	42	116	72	35	70	561	32	32	29
	34%	*37%*	*34%*	*32%*	**	*32%*	*35%*	*44%*	*24%*	*43%*	*35%*	*34%*	*33%*	*32%*
		dh					h	**cdhjlm**		**dhm**	h			
Fairly Satisfied	**570**	60	39	97	**	47	74	31	70	49	486	31	28	25
	30%	*30%*	*34%*	*32%*	**	*35%*	*23%*	*19%*	*47%*	*30%*	*30%*	*32%*	*29%*	*28%*
		g	g	**fg**		**fg**			**acfgijkl**		**fg**	**fg**	g	
									m					
Very Satisfied	**299**	31	12	49	**	23	60	26	15	25	249	16	20	14
	16%	*16%*	*10%*	*16%*	**	*18%*	*18%*	*16%*	*10%*	*15%*	*15%*	*17%*	*21%*	*16%*
													bhj	
Don't Know (DO NOT READ OUT)	**27**	2	5	-	**	2	9	2	2	2	24	2	-	1
	1%	*1%*	*4%*	*-%*	**	*2%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*-%*	*1%*
			cl			**cl**	**cl**					**cl**		
NET: Satisfied	**869**	91	51	146	**	70	134	57	85	74	735	46	48	40
	46%	*46%*	*44%*	*48%*	**	*53%*	*41%*	*35%*	*57%*	*45%*	*45%*	*48%*	*50%*	*44%*
				g		**fg**			**fgjm**		g	g	**fg**	
NET: Dissatisfied	**351**	31	20	61	**	18	68	32	27	19	300	15	16	21
	18%	*16%*	*17%*	*20%*	**	*14%*	*21%*	*20%*	*18%*	*12%*	*19%*	*15%*	*17%*	*23%*
				iabcefghijk			i							**eik**
					l									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very Dissatisfied	**110**	**	10	**	7	42	2	6	42	89	21	98	12	105	5
	6%	**	*5%*	**	*5%*	*8%*	*3%*	*7%*	*5%*	*6%*	*6%*	*6%*	*7%*	*6%*	*4%*
Fairly Dissatisfied	**241**	**	10	**	29	71	10	7	100	197	44	212	29	229	12
	13%	**	*6%*	**	*19%*	*13%*	*13%*	*9%*	*13%*	*13%*	*12%*	*12%*	*17%*	*13%*	*11%*
					bgh	b	b		b						
Neither Satisfied Nor Dissatisfied	**655**	**	89	**	53	181	20	29	247	521	134	595	60	626	29
	34%	**	*49%*	**	*35%*	*33%*	*26%*	*35%*	*32%*	*34%*	*36%*	*34%*	*35%*	*35%*	*27%*
			defgh	**efh**											
Fairly Satisfied	**570**	**	52	**	40	157	18	22	261	455	114	530	40	541	29
	30%	**	*28%*	**	*27%*	*29%*	*24%*	*27%*	*34%*	*30%*	*30%*	*31%*	*23%*	*30%*	*27%*
												b			
Very Satisfied	**299**	**	22	**	23	82	26	15	116	241	58	269	30	276	23
	16%	**	*12%*	**	*15%*	*15%*	*34%*	*19%*	*15%*	*16%*	*15%*	*16%*	*17%*	*15%*	*22%*
							bdegh								
Don't Know (DO NOT READ OUT)	**27**	**	*	**	-	11	-	3	11	23	4	26	1	20	8
	1%	**	*%*	**	*-%*	*2%*	*-%*	*4%*	*1%*	*2%*	*1%*	*2%*	*1%*	*1%*	*7%*
		bdf						**bd**							a
NET: Satisfied	**869**	**	74	**	63	238	44	37	378	697	172	799	70	817	52
	46%	**	*40%*	**	*41%*	*44%*	*58%*	*45%*	*49%*	*46%*	*46%*	*46%*	*41%*	*45%*	*49%*
							bde		b						
NET: Dissatisfied	**351**	**	20	**	36	113	13	13	142	286	65	310	41	335	17
	18%	**	*11%*	**	*24%*	*21%*	*16%*	*16%*	*18%*	*19%*	*17%*	*18%*	*24%*	*19%*	*16%*
					b	b			b				a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

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Table 101 (continuation)

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)

Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very Dissatisfied	110	57	21	29	80	24	6	**	**	**	**	**	105	6	46	34	30
	6%	5%	7%	7%	5%	8%	12%	**	**	**	**	**	6%	10%	6%	4%	8%
							ai							a			b
Fairly Dissatisfied	241	142	43	51	199	35	7	**	**	**	**	**	234	7	79	120	42
	13%	13%	14%	12%	13%	11%	16%	**	**	**	**	**	13%	14%	11%	15%	11%
																a	
Neither Satisfied Nor Dissatisfied	655	380	113	152	534	110	9	**	**	**	**	**	644	11	244	290	121
	34%	34%	36%	35%	35%	35%	19%	**	**	**	**	**	35%	21%	33%	36%	33%
					cj	cj							cj				
Fairly Satisfied	570	345	102	121	441	108	17	**	**	**	**	**	550	20	207	234	128
	30%	31%	32%	28%	29%	34%	38%	**	**	**	**	**	30%	38%	28%	29%	35%
						a											ab
Very Satisfied	299	181	38	71	251	40	7	**	**	**	**	**	290	9	131	119	49
	16%	16%	12%	16%	16%	13%	15%	**	**	**	**	**	16%	17%	18%	15%	13%
															c		
Don't Know (DO NOT READ OUT)	27	19	-	7	27	-	-	**	**	**	**	**	27	-	27	*	-
	1%	2%	-%	2%	2%	-%	-%	**	**	**	**	**	1%	-%	4%	*%	-%
		b		b	b								b		bc		
NET: Satisfied	869	526	140	191	692	148	24	**	**	**	**	**	840	29	339	353	177
	46%	47%	44%	44%	45%	47%	53%	**	**	**	**	**	45%	55%	46%	44%	48%
NET: Dissatisfied	351	199	64	81	279	59	13	**	**	**	**	**	338	13	125	155	72
	18%	18%	20%	19%	18%	19%	28%	**	**	**	**	**	18%	24%	17%	19%	19%
							ai										

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very Dissatisfied	**110**	74	40	81	34	34	63	74	4	**	**	**	**	**	32	**	**	**	**	**	**	**
	6%	*6%*	*5%*	*6%*	*5%*	*7%*	*6%*	*6%*	*6%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**241**	177	109	193	84	67	160	161	18	**	**	**	**	**	83	**	**	**	**	**	**	**
	13%	*13%*	*13%*	*13%*	*12%*	*14%*	*14%*	*12%*	*26%*	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
									a		a											
Neither Satisfied Nor Dissatisfied	**655**	461	283	501	255	173	383	469	16	**	**	**	**	**	245	**	**	**	**	**	**	**
	34%	*35%*	*34%*	*34%*	*38%*	*36%*	*34%*	*35%*	*24%*	**	**	**	**	**	*38%*	**	**	**	**	**	**	**
								bc			**bc**											
Fairly Satisfied	**570**	398	279	440	212	146	362	399	23	**	**	**	**	**	204	**	**	**	**	**	**	**
	30%	*30%*	*33%*	*30%*	*31%*	*30%*	*32%*	*30%*	*34%*	**	**	**	**	**	*31%*	**	**	**	**	**	**	**
									d	d												
Very Satisfied	**299**	220	128	234	86	58	157	219	7	**	**	**	**	**	81	**	**	**	**	**	**	**
	16%	*16%*	*15%*	*16%*	*13%*	*12%*	*14%*	*17%*	*11%*	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
		de		**de**				d		d												
Don't Know (DO NOT READ OUT)	**27**	6	1	6	5	-	8	6	-	**	**	**	**	**	5	**	**	**	**	**	**	**
	1%	*%*	*%*	*%*	*1%*	*-%*	*1%*	*%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					be		**be**															
NET: Satisfied	**869**	618	408	673	297	204	519	619	30	**	**	**	**	**	286	**	**	**	**	**	**	**
	46%	*46%*	*49%*	*46%*	*44%*	*43%*	*46%*	*47%*	*44%*	**	**	**	**	**	*44%*	**	**	**	**	**	**	**
			e					d	d	**abd**												
NET: Dissatisfied	**351**	251	148	273	119	101	223	234	22	**	**	**	**	**	115	**	**	**	**	**	**	**
	18%	*19%*	*18%*	*19%*	*18%*	*21%*	*20%*	*18%*	*32%*	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
									ac		a											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very Dissatisfied	110	25	14	27	12	**	13	4	11	6	**	27	**	7	94	16
	6%	5%	4%	7%	6%	**	6%	3%	7%	5%	**	6%	**	4%	5%	12% a
Fairly Dissatisfied	241	57	48	66	21	**	23	21	26	14	**	61	**	20	231	10
	13%	12%	13%	16% d	11%	**	10%	14%	16%	11%	**	14%	**	10%	13%	8%
Neither Satisfied Nor Dissatisfied	655	139	144	141	71	**	105	54	55	40	**	158	**	80	594	61
	34%	31%	38% a	34%	37%	**	43% d	38%	34%	33%	**	36%	**	40%	34%	46% a
Fairly Satisfied	570	151	102	114	67	**	74	40	52	44	**	135	**	67	537	33
	30%	33%	27%	28%	35% bc	**	30%	28%	32%	35%	**	30%	**	34%	30%	25%
Very Satisfied	299	79	71	62	22	**	22	25	17	19	**	57	**	25	287	13
	16%	17% d	19% d	15%	11%	**	9%	17% a	11%	16%	**	13%	**	13%	16% b	9%
Don't Know (DO NOT READ OUT)	27	5	*	1	-	**	5	-	*	-	**	5	**	-	27	*
	1%	1%	*%	*%	-%	**	2%	-%	*%	-%	**	1%	**	-%	2%	*%
NET: Satisfied	869	230	173	176	89	**	96	66	70	63	**	192	**	92	823	46
	46%	50% c	46%	43%	46%	**	39%	45%	43%	51% a	**	43%	**	46%	47% b	34%
NET: Dissatisfied	351	82	62	93	33	**	37	25	37	20	**	88	**	27	325	26
	18%	18%	16%	23% b	17%	**	15%	17%	23% a	16%	**	20% c	**	14%	18%	20%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very Dissatisfied	**110**	81	**	19	15	76	**	23	11	26	65	10	**
	6%	*6%*	**	*4%*	*8%* a	*5%*	**	*5%*	*6%*	*8%* b	*5%*	*7%*	**
Fairly Dissatisfied	**241**	193	**	67	18	190	**	67	18	24	167	26	**
	13%	*13%*	**	*14%*	*9%*	*13%*	**	*14%*	*9%*	*8%*	*13%* a	*19%* **ab**	**
Neither Satisfied Nor Dissatisfied	**655**	496	**	176	79	490	**	173	81	109	437	39	**
	34%	*34%*	**	*36%*	*42%*	*34%*	**	*36%*	*42%*	*35%*	*35%*	*29%*	**
Fairly Satisfied	**570**	440	**	160	51	436	**	153	58	111	373	36	**
	30%	*30%*	**	*33%*	*28%*	*30%*	**	*32%*	*30%*	*36%* **bc**	*30%*	*26%*	**
Very Satisfied	**299**	234	**	63	23	232	**	63	23	38	203	26	**
	16%	*16%*	**	*13%*	*12%*	*16%*	**	*13%*	*12%*	*12%*	*16%*	*19%* a	**
Don't Know (DO NOT READ OUT)	**27**	6	**	5	*	6	**	5	*	-	6	-	**
	1%	*%*	**	*1%*	*%*	*%*	**	*1%*	*%*	-%	*%*	-%	**
NET: Satisfied	**869**	673	**	223	74	668	**	216	81	149	577	62	**
	46%	*47%*	**	*46%*	*40%*	*47%*	**	*45%*	*42%*	*48%*	*46%*	*45%*	**
NET: Dissatisfied	**351**	273	**	86	33	267	**	90	29	50	232	36	**
	18%	*19%*	**	*18%*	*18%*	*19%*	**	*19%*	*15%*	*16%*	*19%*	*26%* **ab**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1914	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	1903	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very Dissatisfied	110	15	31	12	**	28	20	13	**	74	39	30	58	53	**
	6%	5%	4%	11%	**	6%	5%	8%	**	6%	5%	5%	5%	6%	**
				ab											
Fairly Dissatisfied	241	39	88	10	**	66	52	23	**	177	108	76	140	134	**
	13%	14%	12%	9%	**	14%	12%	14%	**	13%	13%	13%	12%	15%	**
														a	
Neither Satisfied Nor Dissatisfied	655	84	250	25	**	173	164	45	**	461	280	212	417	330	**
	34%	31%	35%	24%	**	36%	38%	27%	**	35%	34%	36%	35%	36%	**
			c			c	c								
Fairly Satisfied	570	91	239	31	**	153	127	45	**	398	278	187	371	271	**
	30%	33%	33%	29%	**	32%	30%	27%	**	30%	33%	32%	31%	30%	**
													c		
Very Satisfied	299	45	107	28	**	61	61	38	**	220	128	78	188	125	**
	16%	16%	15%	26%	**	13%	14%	23%	**	16%	15%	13%	16%	14%	**
				ab				ab							
Don't Know (DO NOT READ OUT)	27	-	1	-	**	2	3	-	**	6	1	5	6	1	**
	1%	-%	*%	-%	**	*%	1%	-%	**	*%	*%	1%	*%	*%	**
												b			
NET: Satisfied	869	136	346	58	**	214	188	83	**	618	407	264	559	396	**
	46%	50%	48%	56%	**	44%	44%	51%	**	46%	49%	45%	47%	43%	**
													c		
NET: Dissatisfied	351	54	118	21	**	95	72	36	**	251	148	106	198	187	**
	18%	20%	17%	20%	**	20%	17%	22%	**	19%	18%	18%	17%	21%	**
														a	

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	***b**	c	***d**	a	b	c	d	e
Unweighted total	**1914**	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	**1903**	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very Dissatisfied	**110**	23	16	21	6	6	52	47	6	**	**	**	102	73	102	77	108
	6%	*6%*	*6%*	*6%*	*7%*	*7%*	*5%*	*5%*	*7%*	**	**	**	*6%*	*5%*	*6%*	*5%*	*6%*
Fairly Dissatisfied	**241**	44	42	45	12	14	122	147	10	**	**	**	227	190	227	186	232
	13%	*12%*	*15%*	*14%*	*14%*	*17%*	*11%*	*16%* a	*14%*	**	**	**	*13%*	*13%*	*13%*	*13%*	*13%*
Neither Satisfied Nor Dissatisfied	**655**	142	97	113	25	24	417	345	36	**	**	**	594	476	599	491	639
	34%	*37%*	*35%*	*34%*	*27%*	*29%*	*36%*	*37%*	*48%*	**	**	**	*34%*	*34%*	*34%*	*34%*	*35%*
Fairly Satisfied	**570**	122	86	107	26	25	363	267	18	**	**	**	539	451	542	444	555
	30%	*32%*	*31%*	*32%*	*29%*	*31%*	*31%*	*29%*	*24%*	**	**	**	*31%*	*32%*	*31%*	*31%*	*30%*
Very Satisfied	**299**	43	34	42	21	14	194	131	5	**	**	**	276	211	278	224	287
	16%	*11%*	*12%*	*13%*	*23%* **abc**	*17%*	*17%*	*14%*	*7%*	**	**	**	*16%*	*15%*	*16%*	*16%*	*16%*
Don't Know (DO NOT READ OUT)	**27**	3	*	-	-	-	6	1	-	**	**	**	19	16	19	14	25
	1%	*1%*	**%*	*-%*	*-%*	*-%*	*1%*	**%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
NET: Satisfied	**869**	165	121	149	47	40	557	398	24	**	**	**	815	662	819	668	842
	46%	*44%*	*44%*	*45%*	*52%*	*48%*	*48%* b	*42%*	*31%*	**	**	**	*46%*	*47%*	*46%*	*47%*	*46%*
NET: Dissatisfied	**351**	67	58	67	19	19	174	194	16	**	**	**	329	263	329	263	340
	18%	*18%*	*21%*	*20%*	*21%*	*23%*	*15%*	*21%* a	*21%*	**	** a	**	*19%*	*19%*	*19%*	*18%*	*18%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very Dissatisfied	110	56	101	16	**	70	19	32	78	23	**	5	23	8	74	28
	6%	5%	6%	4%	**	4%	24% a	10% b	5%	8%	**	6%	9%	4%	5%	10% ab
Fairly Dissatisfied	241	153	217	58	**	161	13	56	185	36	**	15	24	23	150	66
	13%	15%	12%	15%	**	10%	17%	17% b	12%	13%	**	19% b	10%	11%	11%	22% ab
Neither Satisfied Nor Dissatisfied	655	355	607	119	**	535	24	114	541	105	**	28	103	67	496	92
	34%	34%	34%	31%	**	34%	29%	35%	34%	37%	**	35%	41%	33%	35%	31%
Fairly Satisfied	570	326	539	113	**	510	17	93	477	79	**	20	71	73	418	78
	30%	31%	30%	29%	**	32%	21%	28%	30%	28%	**	25%	28%	36% c	30%	26%
Very Satisfied	299	154	285	74	**	281	5	25	274	39	**	11	30	30	237	32
	16%	15%	16%	19% a	**	18% b	6%	8%	17% a	14%	**	14%	12%	15%	17% c	11%
Don't Know (DO NOT READ OUT)	27	9	21	2	**	23	3	9	19	*	**	*	-	-	25	*
	1%	1%	1%	1%	**	1%	4%	3% b	1%	*%	**	1%	-%	-%	2% c	*%
NET: Satisfied	869	480	825	186	**	791	22	118	751	118	**	31	101	103	655	110
	46%	46%	47%	49%	**	50% b	27%	36%	48% a	42%	**	39%	40%	51% c	47% c	37%
NET: Dissatisfied	351	209	318	74	**	231	33	89	263	59	**	20	47	31	224	95
	18%	20%	18%	19%	**	15%	40% a	27% b	17%	21%	**	25%	19%	15%	16%	32% ab

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very Dissatisfied	**110**	19	12	79	63	47
	6%	*8%*	*9%*	*5%*	*6%*	*5%*
Fairly Dissatisfied	**241**	32	17	187	149	92
	13%	*14%*	*14%*	*12%*	*15%* b	*10%*
Neither Satisfied Nor Dissatisfied	**655**	77	51	522	350	305
	34%	*34%*	*41%*	*34%*	*34%*	*35%*
Fairly Satisfied	**570**	64	39	463	317	253
	30%	*28%*	*31%*	*30%*	*31%*	*29%*
Very Satisfied	**299**	32	6	258	138	161
	16%	*14%* b	*5%*	*17%* b	*13%*	*18%* a
Don't Know (DO NOT READ OUT)	**27**	*	-	27	7	20
	1%	*%*	-%	*2%*	*1%*	*2%* a
NET: Satisfied	**869**	96	45	721	455	414
	46%	*43%*	*36%*	*47%* b	*44%*	*47%*
NET: Dissatisfied	**351**	51	29	267	212	139
	18%	*23%*	*23%*	*17%*	*21%* b	*16%*

Columns Tested: a,b,c - a,b

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very Dissatisfied	**110**	13	10	12	9	9	2	2	13	14	11	6	8
	6%	*7%*	*6%*	*8%*	*5%*	*6%*	*2%*	*2%*	*9%*	*6%*	*6%*	*3%*	*7%*
		g		**fg**					**fgk**				
Fairly Dissatisfied	**241**	32	16	18	26	26	9	17	20	26	25	14	11
	13%	*19%*	*10%*	*12%*	*13%*	*16%*	*8%*	*15%*	*14%*	*11%*	*15%*	*8%*	*9%*
		bfikl				k		k			k		
Neither Satisfied Nor Dissatisfied	**655**	60	54	49	89	63	33	44	37	72	50	75	29
	34%	*35%*	*34%*	*33%*	*44%*	*38%*	*32%*	*40%*	*27%*	*32%*	*30%*	*40%*	*24%*
					cfhijl	**hl**		**hl**				**hl**	
Fairly Satisfied	**570**	35	49	46	52	53	40	35	43	70	41	61	45
	30%	*20%*	*31%*	*31%*	*25%*	*32%*	*38%*	*32%*	*31%*	*31%*	*25%*	*33%*	*38%*
			a	a		a	**adj**	a	a	a		a	**adj**
Very Satisfied	**299**	34	25	21	24	16	19	10	27	42	35	27	20
	16%	*19%*	*16%*	*14%*	*12%*	*9%*	*18%*	*9%*	*19%*	*18%*	*21%*	*15%*	*17%*
		deg					**eg**		**eg**	**eg**	**deg**		
Don't Know (DO NOT READ OUT)	**27**	-	4	2	2	-	2	1	-	4	3	3	6
	1%	*-%*	*3%*	*1%*	*1%*	*-%*	*2%*	*1%*	*-%*	*2%*	*2%*	*2%*	*5%*
			ae										**acdegh**
NET: Satisfied	**869**	69	74	67	76	69	58	45	70	112	76	89	65
	46%	*39%*	*47%*	*45%*	*38%*	*41%*	*56%*	*41%*	*50%*	*49%*	*46%*	*47%*	*54%*
							adeg		d	d			**adeg**
NET: Dissatisfied	**351**	45	27	30	36	35	11	19	33	40	36	21	19
	18%	*26%*	*17%*	*20%*	*18%*	*21%*	*10%*	*18%*	*24%*	*17%*	*22%*	*11%*	*16%*
		bdfikl		**fk**		**fk**			**fk**		**fk**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very Dissatisfied	**110**	35	21	29	25
	6%	*7%*	*4%*	*6%*	*5%*
Fairly Dissatisfied	**241**	67	61	63	50
	13%	*14%*	*13%*	*13%*	*11%*
Neither Satisfied Nor Dissatisfied	**655**	163	185	153	154
	34%	*34%*	*39%*	*32%*	*33%*
			cd		
Fairly Satisfied	**570**	130	144	148	148
	30%	*27%*	*30%*	*31%*	*31%*
Very Satisfied	**299**	80	59	79	82
	16%	*17%*	*12%*	*16%*	*17%*
					b
Don't Know (DO NOT READ OUT)	**27**	6	4	5	13
	1%	*1%*	*1%*	*1%*	*3%*
					b
NET: Satisfied	**869**	209	203	226	230
	46%	*44%*	*43%*	*47%*	*49%*
NET: Dissatisfied	**351**	102	82	92	76
	18%	*21%*	*17%*	*19%*	*16%*
		d			

Columns Tested: a,b,c,d

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1914	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	1903	1825	50	16	12	-	77	607	427	109	41	55
Very Dissatisfied	8	7	*	-	*	**	*	2	4	*	-	*
	*%	*%	1%	-%	1%	**	1%	*%	1%	*%	-%	*%
Fairly Dissatisfied	34	34	*	*	*	**	1	19	4	*	2	*
	2%	2%	1%	1%	1%	**	1%	3%	1%	*%	5%	*%
								b			bce	
Neither Satisfied Nor Dissatisfied	222	214	5	2	2	**	9	59	56	12	2	7
	12%	12%	10%	14%	13%	**	11%	10%	13%	11%	6%	13%
Fairly Satisfied	757	724	22	7	4	**	34	237	166	62	19	21
	40%	40%	44%	46%	39%	**	43%	39%	39%	57%	46%	39%
										abe		
Very Satisfied	865	832	22	6	5	**	33	286	196	35	17	26
	45%	46%	44%	38%	46%	**	43%	47%	46%	32%	43%	48%
								c	c			c
Don't Know (DO NOT READ OUT)	16	15	*	*	-	**	*	4	2	*	-	*
	1%	1%	*%	1%	-%	**	*%	1%	*%	*%	-%	*%
NET: Satisfied	1623	1556	44	14	10	**	67	523	362	97	36	47
	85%	85%	88%	84%	85%	**	87%	86%	85%	89%	89%	86%
NET: Dissatisfied	42	41	1	*	*	**	1	21	8	*	2	*
	2%	2%	2%	1%	2%	**	2%	3%	2%	*%	5%	1%
											ce	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very Dissatisfied	**8**	-	-	2	*	-	2	-	-	2	7	1	*	-
	%	-%	-%	*1%*	**%*	-%	*1%*	-%	-%	*2%*	**%*	*1%*	**%*	-%
										m				
Fairly Dissatisfied	**34**	6	2	6	2	11	*	2	-	-	30	2	2	1
	2%	*4%*	*1%*	*2%*	*3%*	*7%*	**%*	*1%*	-%	-%	*2%*	*2%*	*3%*	*1%*
		fhi			f	**cfghijklm**							f	
Neither Satisfied Nor Dissatisfied	**222**	15	3	66	8	9	51	17	21	11	201	7	8	6
	12%	*9%*	*2%*	*20%*	*10%*	*6%*	*18%*	*9%*	*15%*	*8%*	*12%*	*7%*	*9%*	*7%*
		b		**abegijk lm**	b		**abegijklm**	b	**bekm**		**bekm**		b	
Fairly Satisfied	**757**	53	61	127	30	79	107	87	64	49	657	34	33	33
	40%	*32%*	*43%*	*39%*	*40%*	*51%*	*36%*	*46%*	*45%*	*35%*	*40%*	*38%*	*36%*	*37%*
						acfijklm		a	a					
Very Satisfied	**865**	91	76	124	34	52	130	83	56	79	724	45	46	50
	45%	*55%*	*54%*	*38%*	*45%*	*33%*	*45%*	*44%*	*39%*	*56%*	*44%*	*50%*	*51%*	*55%*
		cehj	**ceh**				e			**cehj**	e	**ceh**	**cehj**	**cefghj**
Don't Know (DO NOT READ OUT)	**16**	2	-	2	2	4	2	-	2	-	14	1	*	*
	1%	*1%*	-%	*1%*	*2%*	*2%*	*1%*	-%	*1%*	-%	*1%*	*1%*	**%*	*1%*
						l								
NET: Satisfied	**1623**	143	138	251	64	131	237	171	120	128	1382	79	79	84
	85%	*86%*	*96%*	*77%*	*84%*	*85%*	*81%*	*90%*	*84%*	*91%*	*85%*	*89%*	*88%*	*92%*
		cacdefhjk	l					**cf**		**cf**	c	**cf**	**cf**	**cefhj**
NET: Dissatisfied	**42**	6	2	8	2	11	2	2	-	2	37	2	2	1
	2%	*4%*	*1%*	*3%*	*3%*	*7%*	*1%*	*1%*	-%	*2%*	*2%*	*2%*	*3%*	*1%*
		h				**cfghijklm**								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very Dissatisfied	**8**	-	-	2	**	-	2	-	-	3	7	1	*	-
	***%**	-%	-%	*1%*	**	-%	*1%*	-%	-%	*2%*	*%*	*1%*	*%*	-%
										m				
Fairly Dissatisfied	**34**	6	-	6	**	7	2	2	-	-	30	2	2	1
	2%	*3%*	-%	*2%*	**	*6%*	*1%*	*1%*	-%	-%	*2%*	*2%*	*2%*	*1%*
					bcfghijklm	**bfhijkm**								
Neither Satisfied Nor Dissatisfied	**222**	19	3	64	**	5	57	13	19	11	199	9	8	6
	12%	*9%*	*3%*	*21%*	**	*4%*	*17%*	*8%*	*12%*	*6%*	*12%*	*9%*	*9%*	*7%*
				abeghij klm	**be**		**abegijklm**		**be**		**bem**			
Fairly Satisfied	**757**	61	55	122	**	64	113	82	68	60	652	37	35	33
	40%	*31%*	*47%*	*40%*	**	*48%*	*35%*	*50%*	*46%*	*36%*	*40%*	*39%*	*36%*	*36%*
			a			**aflm**		**afijklm**	**af**		a			
Very Satisfied	**865**	109	58	108	**	53	150	66	61	92	720	45	50	50
	45%	*56%*	*50%*	*35%*	**	*40%*	*46%*	*40%*	*41%*	*55%*	*44%*	*47%*	*52%*	*55%*
		cdeghj	c				c			**cdeghj**	c	c	**ceghj**	**cdefghj**
Don't Know (DO NOT READ OUT)	**16**	2	-	2	**	4	2	-	2	-	12	3	*	*
	1%	*1%*	-%	*1%*	**	*3%*	*1%*	-%	*1%*	-%	*1%*	*3%*	*%*	*1%*
						jl						**fijlm**		
NET: Satisfied	**1623**	170	113	230	**	116	263	148	129	152	1372	82	85	83
	85%	*87%*	*97%*	*75%*	**	*88%*	*81%*	*90%*	*86%*	*92%*	*85%*	*86%*	*89%*	*92%*
		cacdefhjk	l			c		**cdf**	c	**cdfj**	c	c	**cf**	**cdfjk**
NET: Dissatisfied	**42**	6	-	8	**	7	4	2	-	3	37	2	2	1
	2%	*3%*	-%	*3%*	**	*6%*	*1%*	*1%*	-%	*2%*	*2%*	*2%*	*3%*	*1%*
					bcfghijklm	**bfhjm**								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very Dissatisfied	8	**	3	**	*	-	3	-	*	7	1	7	*	8	-
	*%	**	*1%*	**	*%*	-%	*3%*	-%	*%*	*%*	*%*	*%*	*%*	*%*	-%
			eh				deh								
Fairly Dissatisfied	34	**	2	**	1	18	4	1	7	27	7	30	5	33	2
	2%	**	*1%*	**	*%*	*3%*	*5%*	*1%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*
				bdh		dh	dh								
Neither Satisfied Nor Dissatisfied	222	**	25	**	11	70	5	5	102	197	25	193	30	207	15
	12%	**	*14%*	**	*7%*	*13%*	*6%*	*6%*	*13%*	*13%*	*7%*	*11%*	*17%*	*12%*	*15%*
			c			c			cd	b			a		
Fairly Satisfied	757	**	67	**	72	222	24	39	299	615	143	690	67	733	25
	40%	**	*36%*	**	*47%*	*41%*	*32%*	*47%*	*38%*	*40%*	*38%*	*40%*	*39%*	*41%*	*24%*
				f	bfh			f						b	
Very Satisfied	865	**	84	**	66	234	41	38	360	669	196	798	67	804	61
	45%	**	*46%*	**	*44%*	*43%*	*53%*	*46%*	*46%*	*44%*	*52%*	*46%*	*39%*	*45%*	*58%*
											a				a
Don't Know (DO NOT READ OUT)	16	**	3	**	2	*	1	-	9	12	4	13	3	14	2
	1%	**	*1%*	**	*1%*	*%*	*1%*	-%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*
		egh	e		e				e						
NET: Satisfied	1623	**	151	**	138	456	65	76	659	1284	339	1488	135	1537	86
	85%	**	*82%*	**	*91%*	*84%*	*85%*	*94%*	*85%*	*84%*	*90%*	*86%*	*78%*	*85%*	*82%*
					beh			beh			a	b			
NET: Dissatisfied	42	**	5	**	1	18	6	1	7	34	8	37	5	40	2
	2%	**	*3%*	**	*1%*	*3%*	*8%*	*1%*	*1%*	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*
				dh		h	bdegh								

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very Dissatisfied	8	3	2	2	5	2	-	**	**	**	**	**	8	-	2	3	2
	*%	*%	1%	1%	*%	1%	-%	**	**	**	**	**	*%	-%	*%	*%	1%
Fairly Dissatisfied	34	17	5	13	27	5	3	**	**	**	**	**	32	3	11	15	8
	2%	2%	1%	3%	2%	2%	6%	**	**	**	**	**	2%	5%	2%	2%	2%
							abi							ai			
Neither Satisfied Nor Dissatisfied	222	114	50	56	177	39	7	**	**	**	**	**	215	7	79	98	46
	12%	10%	16%	13%	12%	12%	15%	**	**	**	**	**	12%	13%	11%	12%	12%
			a														
Fairly Satisfied	757	453	126	168	592	138	24	**	**	**	**	**	729	28	252	340	166
	40%	40%	40%	39%	39%	43%	53%	**	**	**	**	**	39%	53%	34%	43%	45%
							ai							ai		a	a
Very Satisfied	865	529	131	190	718	132	12	**	**	**	**	**	850	15	379	339	147
	45%	47%	41%	44%	47%	42%	26%	**	**	**	**	**	46%	28%	52%	42%	40%
					cj	cj							cj		bc		
Don't Know (DO NOT READ OUT)	16	8	4	2	15	-	*	**	**	**	**	**	15	*	11	5	*
	1%	1%	1%	*%	1%	-%	*%	**	**	**	**	**	1%	*%	1%	1%	*%
					b										c		
NET: Satisfied	1623	982	257	358	1309	270	36	**	**	**	**	**	1579	43	631	678	313
	85%	87%	81%	83%	85%	85%	79%	**	**	**	**	**	85%	82%	86%	85%	85%
		bc															
NET: Dissatisfied	42	20	7	15	32	8	3	**	**	**	**	**	39	3	14	18	10
	2%	2%	2%	3%	2%	2%	6%	**	**	**	**	**	2%	5%	2%	2%	3%
				a			a										

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1914	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	1903	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very Dissatisfied	8	5	3	7	3	2	5	5	2	**	**	**	**	**	3	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	*%	*%	*%	3%	**	**	**	**	**	*%	**	**	**	**	**	**	**
									a													
Fairly Dissatisfied	34	27	11	27	12	15	23	22	2	**	**	**	**	**	11	**	**	**	**	**	**	**
	2%	2%	1%	2%	2%	3%	2%	2%	3%	**	**	**	**	**	2%	**	**	**	**	**	**	**
						b																
Neither Satisfied Nor Dissatisfied	222	156	99	176	85	42	130	157	14	**	**	**	**	**	81	**	**	**	**	**	**	**
	12%	12%	12%	12%	13%	9%	11%	12%	21%	**	**	**	**	**	12%	**	**	**	**	**	**	**
				e	e				ac		c											
Fairly Satisfied	757	517	363	568	300	224	456	513	22	**	**	**	**	**	289	**	**	**	**	**	**	**
	40%	39%	43%	39%	44%	47%	40%	39%	33%	**	**	**	**	**	44%	**	**	**	**	**	**	**
			ac		ac	acf				ab	ab											
Very Satisfied	865	622	360	664	273	192	511	621	28	**	**	**	**	**	264	**	**	**	**	**	**	**
	45%	47%	43%	46%	40%	40%	45%	47%	40%	**	**	**	**	**	41%	**	**	**	**	**	**	**
		de		de			de	d	d	d												
Don't Know (DO NOT READ OUT)	16	10	4	11	3	4	8	11	-	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	1%	*%	1%	*%	1%	1%	1%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
NET: Satisfied	1623	1138	723	1232	573	415	968	1134	50	**	**	**	**	**	553	**	**	**	**	**	**	**
	85%	85%	86%	85%	85%	87%	85%	85%	73%	**	**	**	**	**	85%	**	**	**	**	**	**	**
								b		b												
NET: Dissatisfied	42	32	14	34	15	17	27	26	4	**	**	**	**	**	14	**	**	**	**	**	**	**
	2%	2%	2%	2%	2%	3%	2%	2%	6%	**	**	**	**	**	2%	**	**	**	**	**	**	**
						b			a													

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very Dissatisfied	8	4	3	*	*	**	3	*	*	-	**	2	**	1	8	-
	*%	1%	1%	*%	*%	**	1%	*%	*%	-%	**	*%	**	*%	*%	-%
Fairly Dissatisfied	34	9	7	12	*	**	3	*	2	6	**	9	**	2	30	4
	2%	2%	2%	3%	*%	**	1%	*%	1%	5%	**	2%	**	1%	2%	3%
		d	d	d						b						
Neither Satisfied Nor Dissatisfied	222	46	52	54	21	**	27	19	26	13	**	62	**	21	201	21
	12%	10%	14%	13%	11%	**	11%	13%	16%	11%	**	14%	**	11%	11%	16%
												b				
Fairly Satisfied	757	172	143	155	93	**	106	65	68	58	**	184	**	95	701	56
	40%	38%	38%	38%	48%	**	44%	45%	42%	48%	**	42%	**	48%	40%	42%
					abc								ac			
Very Satisfied	865	221	171	187	79	**	103	59	64	46	**	183	**	80	815	50
	45%	48%	45%	46%	41%	**	42%	41%	40%	37%	**	41%	**	40%	46%	38%
		d														
Don't Know (DO NOT READ OUT)	16	4	4	2	-	**	-	2	1	-	**	3	**	-	15	1
	1%	1%	1%	*%	-%	**	-%	1%	*%	-%	**	1%	**	-%	1%	*%
NET: Satisfied	1623	393	314	342	172	**	209	124	133	104	**	367	**	175	1516	107
	85%	86%	83%	83%	89%	**	86%	86%	82%	85%	**	83%	**	88%	86%	80%
					bc								a			
NET: Dissatisfied	42	13	10	12	*	**	6	*	3	6	**	11	**	3	38	4
	2%	3%	3%	3%	*%	**	2%	*%	2%	5%	**	2%	**	2%	2%	3%
		d	d	d						b						

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very Dissatisfied	**8**	7	**	3	-	7	**	3	-	*	5	-	**
	***%**	*%	**	*1%*	*-%*	*%	**	*1%*	*-%*	*%	*%	*-%*	**
Fairly Dissatisfied	**34**	27	**	8	4	27	**	8	4	2	25	5	**
	2%	*2%*	**	*2%*	*2%*	*2%*	**	*2%*	*2%*	*1%*	*2%*	*3%* a	**
Neither Satisfied Nor Dissatisfied	**222**	176	**	51	34	173	**	53	32	38	147	16	**
	12%	*12%*	**	*10%*	*18%* a	*12%*	**	*11%*	*17%* a	*12%*	*12%*	*12%*	**
Fairly Satisfied	**757**	563	**	221	79	557	**	217	83	119	483	68	**
	40%	*39%*	**	*45%*	*42%*	*39%*	**	*45%*	*43%*	*39%*	*39%*	*49%* **ab**	**
Very Satisfied	**865**	663	**	204	69	655	**	201	73	149	581	48	**
	45%	*46%*	**	*42%*	*37%*	*46%*	**	*41%*	*38%*	*48%* c	*46%* c	*35%*	**
Don't Know (DO NOT READ OUT)	**16**	11	**	2	1	11	**	2	1	-	10	*	**
	1%	*1%*	**	*%*	*%*	*1%*	**	*%*	*%*	*-%*	*1%*	*%*	**
NET: Satisfied	**1623**	1227	**	425	148	1212	**	417	156	268	1064	116	**
	85%	*85%*	**	*87%* b	*79%*	*85%*	**	*86%*	*81%*	*87%*	*85%*	*85%*	**
NET: Dissatisfied	**42**	34	**	11	4	34	**	11	4	2	29	5	**
	2%	*2%*	**	*2%*	*2%*	*2%*	**	*2%*	*2%*	*1%*	*2%* a	*3%* a	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	**d**	a	b	c	**d**	a	b	c	a	b	c
Unweighted total	**1914**	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	**1903**	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very Dissatisfied	**8**	*	2	-	**	1	2	1	**	5	3	3	2	7	**
	***%**	*%	*%	-%	**	*%	1%	*%	**	*%	*%	*%	*%	1%	**
														a	
Fairly Dissatisfied	**34**	2	9	3	**	8	9	1	**	27	11	10	22	19	**
	***2%**	1%	1%	3%	**	2%	2%	*%	**	2%	1%	2%	2%	2%	**
Neither Satisfied Nor Dissatisfied	**222**	37	80	14	**	65	55	20	**	156	99	73	138	105	**
	***12%**	14%	11%	13%	**	13%	13%	12%	**	12%	12%	12%	12%	11%	**
													c	c	
Fairly Satisfied	**757**	114	321	49	**	210	196	81	**	516	360	254	468	375	**
	***40%**	41%	45%	47%	**	43%	46%	50%	**	39%	43%	43%	40%	41%	**
											a				**ab**
Very Satisfied	**865**	120	298	39	**	200	162	61	**	622	359	246	543	402	**
	***45%**	44%	42%	37%	**	41%	38%	37%	**	47%	43%	42%	46%	44%	**
Don't Know (DO NOT READ OUT)	**16**	2	4	-	**	*	3	*	**	10	4	2	7	6	**
	***1%**	1%	1%	-%	**	*%	1%	*%	**	1%	*%	*%	1%	1%	**
NET: Satisfied	**1623**	233	619	88	**	410	359	143	**	1138	720	499	1011	777	**
	***85%**	85%	87%	84%	**	85%	84%	87%	**	85%	86%	85%	86%	85%	**
															ab
NET: Dissatisfied	**42**	2	12	3	**	9	11	1	**	32	13	13	24	26	**
	***2%**	1%	2%	3%	**	2%	3%	1%	**	2%	2%	2%	2%	3%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	1914	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	1903	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very Dissatisfied	**8**	*	2	1	-	-	*	5	-	**	**	**	5	3	5	5	7
	***%**	*%	*1%*	*%*	-%	-%	*%	*% a	-%	**	**	**	*%	*%	*%	*%	*%
Fairly Dissatisfied	**34**	6	1	3	*	3	19	19	3	**	**	**	34	30	34	21	34
	2%	*2%*	*%*	*1%*	*%*	*3%* b	*2%*	*2%*	*4%*	**	**	**	*2%*	*2%*	*2%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**222**	52	38	48	14	6	126	113	7	**	**	**	196	164	196	165	211
	12%	*14%*	*14%*	*15%*	*15%*	*8%*	*11%*	*12%*	*9%*	**	** a	**	*11%*	*12%*	*11%*	*11%*	*11%*
Fairly Satisfied	**757**	179	121	137	41	47	469	381	31	**	**	**	703	579	710	594	742
	40%	*47%*	*44%*	*42%*	*45%*	*57%* bc	*41%*	*41%*	*41%*	**	**	**	*40%*	*41%*	*40%*	*41%*	*40%*
Very Satisfied	**865**	140	110	140	37	27	532	414	35	**	**	**	809	632	811	642	836
	45%	*37%*	*40%*	*43%*	*40%*	*32%*	*46%*	*44%*	*46%* c	**	**	**	*46%*	*45%*	*46%*	*45%*	*45%*
Don't Know (DO NOT READ OUT)	**16**	*	3	-	-	-	7	6	-	**	**	**	10	9	10	8	15
	1%	*%*	*1%*	-%	-%	-%	*1%*	*1%*	-%	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
NET: Satisfied	**1623**	319	231	276	77	74	1002	795	66	**	**	**	1512	1211	1521	1236	1578
	85%	*84%*	*84%*	*84%*	*85%*	*89%*	*87%*	*85%*	*87%* c	**	**	**	*86%*	*86%*	*86%*	*86%*	*85%*
NET: Dissatisfied	**42**	6	4	3	*	3	20	23	3	**	**	**	40	33	40	26	42
	2%	*2%*	*1%*	*1%*	*%*	*3%*	*2%*	*2%*	*4%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very Dissatisfied	8	3	5	1	**	3	4	3	4	-	**	2	-	*	7	1
	*%	*%	*%	*%	**	*%	5% a	1%	*%	-%	**	3% b	-%	*%	*%	*%
Fairly Dissatisfied	34	19	32	7	**	15	5	20	14	8	**	2	7	9	21	4
	2%	2%	2%	2%	**	1%	6% a	6% b	1%	3%	**	2%	3%	4% bc	2%	2%
Neither Satisfied Nor Dissatisfied	222	133	197	48	**	144	15	61	162	40	**	24	27	25	166	31
	12%	13%	11%	13%	**	9%	18% a	19% b	10%	14%	**	30% b	11%	13%	12%	10%
Fairly Satisfied	757	431	712	155	**	596	39	160	598	125	**	26	123	80	536	140
	40%	41%	40%	41%	**	38%	48%	49% b	38%	44%	**	32%	49% a	40%	38%	47% b
Very Satisfied	865	465	813	170	**	809	16	80	785	108	**	25	94	86	659	118
	45%	44%	46%	44%	**	51% b	20%	24%	50% a	38%	**	32%	38%	43%	47% c	40%
Don't Know (DO NOT READ OUT)	16	2	12	1	**	12	2	4	11	*	**	1	-	-	10	4
	1%	*%	1%	*%	**	1%	3%	1%	1%	*%	**	1%	-%	-%	1%	1%
NET: Satisfied	1623	896	1524	325	**	1405	55	240	1382	234	**	51	218	167	1195	257
	85%	85%	86%	85%	**	89% b	68%	73%	88% a	83%	**	64%	87% a	83%	85%	87%
NET: Dissatisfied	42	22	38	8	**	18	9	23	19	8	**	4	7	9	28	5
	2%	2%	2%	2%	**	1%	12% a	7% b	1%	3%	**	5%	3%	4% b	2%	2%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very Dissatisfied	**8**	1	-	7	5	2
	***%**	*%*	-%	*%*	*1%*	*%*
Fairly Dissatisfied	**34**	8	3	24	17	18
	2%	*4%*	*2%*	*2%*	*2%*	*2%*
		c				
Neither Satisfied Nor Dissatisfied	**222**	39	21	162	123	100
	12%	*17%*	*17%*	*11%*	*12%*	*11%*
		c	c			
Fairly Satisfied	**757**	99	62	588	425	333
	40%	*44%*	*50%*	*38%*	*41%*	*38%*
			c			
Very Satisfied	**865**	76	39	743	450	415
	45%	*34%*	*31%*	*48%*	*44%*	*47%*
				ab		
Don't Know (DO NOT READ OUT)	**16**	3	-	13	5	11
	1%	*1%*	-%	*1%*	*%*	*1%*
NET: Satisfied	**1623**	175	101	1331	874	748
	85%	*78%*	*81%*	*87%*	*85%*	*85%*
				a		
NET: Dissatisfied	**42**	9	3	30	22	20
	2%	*4%*	*2%*	*2%*	*2%*	*2%*

Columns Tested: a,b,c - a,b

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very Dissatisfied	**8**	*	2	-	-	-	-	*	-	1	2	2	-
	***%**	*%*	*1%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*%*	*1%*	*1%*	*-%*
Fairly Dissatisfied	**34**	7	2	6	4	8	1	1	*	3	3	*	-
	2%	*4%*	*1%*	*4%*	*2%*	*5%*	*1%*	*%*	*%*	*1%*	*2%*	*%*	*-%*
		hkl		**ghkl**		**fghikl**							
Neither Satisfied Nor Dissatisfied	**222**	20	21	21	26	16	9	17	20	20	20	18	15
	12%	*11%*	*13%*	*14%*	*13%*	*10%*	*8%*	*15%*	*14%*	*9%*	*12%*	*10%*	*12%*
Fairly Satisfied	**757**	61	56	60	93	78	47	54	51	87	58	69	42
	40%	*35%*	*35%*	*41%*	*46%*	*47%*	*45%*	*50%*	*36%*	*38%*	*36%*	*37%*	*35%*
					aj	**aj**		**abhijkl**					
Very Satisfied	**865**	85	75	59	80	65	46	33	67	114	81	98	63
	45%	*49%*	*47%*	*40%*	*40%*	*39%*	*44%*	*30%*	*48%*	*50%*	*49%*	*52%*	*53%*
		g	g				g		g	**cdeg**	**eg**	**cdeg**	**cdeg**
Don't Know (DO NOT READ OUT)	**16**	*	2	2	-	-	2	4	2	2	-	*	*
	1%	*%*	*1%*	*1%*	*-%*	*-%*	*2%*	*4%*	*1%*	*1%*	*-%*	*%*	*%*
							d	**adejkl**					
NET: Satisfied	**1623**	147	131	119	173	142	93	87	117	202	140	166	106
	85%	*84%*	*83%*	*80%*	*85%*	*85%*	*89%*	*80%*	*84%*	*88%*	*85%*	*89%*	*88%*
										cg		**cg**	
NET: Dissatisfied	**42**	7	4	6	4	8	1	1	*	4	5	3	-
	2%	*4%*	*3%*	*4%*	*2%*	*5%*	*1%*	*1%*	*%*	*2%*	*3%*	*2%*	*-%*
		hl		**hl**		**fghl**							

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Items being delivered intact/undamaged (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?)
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very Dissatisfied	**8**	2	-	1	5
	***%**	*%	-%	*%	*1%*
					b
Fairly Dissatisfied	**34**	15	13	4	3
	2%	*3%*	*3%*	*1%*	*1%*
		cd	**cd**		
Neither Satisfied Nor Dissatisfied	**222**	62	51	57	52
	12%	*13%*	*11%*	*12%*	*11%*
Fairly Satisfied	**757**	178	217	193	169
	40%	*37%*	*46%*	*40%*	*36%*
			ad		
Very Satisfied	**865**	219	191	214	242
	45%	*46%*	*40%*	*45%*	*51%*
					bc
Don't Know (DO NOT READ OUT)	**16**	4	2	9	1
	1%	*1%*	*%*	*2%*	*%*
				bd	
NET: Satisfied	**1623**	397	408	406	411
	85%	*83%*	*86%*	*85%*	*87%*
NET: Dissatisfied	**42**	17	13	4	8
	2%	*4%*	*3%*	*1%*	*2%*
		c	c		

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 103

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1914**	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	**1903**	1825	50	16	12	-	77	607	427	109	41	55
No Problems	**1572**	1508	41	14	10	**	64	490	347	87	32	48
	83%	*83%*	*82%*	*85%*	*85%*	**	*83%*	*81%*	*81%*	*80%*	*78%*	*87%*
Amount / level of lost post sent	**80**	77	2	*	*	**	3	22	15	6	4	1
	4%	*4%*	*4%*	*2%*	*2%*	**	*3%*	*4%*	*3%*	*6%*	*11%* abe	*2%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**69**	65	3	1	*	**	4	27	12	2	*	1
	4%	*4%*	*6%*	*5%*	*3%*	**	*5%*	*4%*	*3%*	*2%*	*1%*	*2%*
Items being delivered intact/undamaged	**47**	46	1	*	*	**	1	27	9	*	2	2
	2%	*2%*	*3%*	*1%*	*1%*	**	*2%*	*4%* c	*2%*	*%*	*5%* c	*3%*
Wrong mail delivered / our mail delivered elsewhere	**46**	45	1	1	-	**	1	23	14	*	2	*
	2%	*2%*	*1%*	*4%* bd	*-%*	**	*2%*	*4%* ce	*3%*	*%*	*5%* ce	*1%*
Lost or late delivery of sent mail	**39**	38	*	*	-	**	1	9	13	4	-	*
	2%	*2%*	*1%*	*2%*	*-%*	**	*1%*	*1%*	*3%*	*4%* e	*-%*	*%*
Delivery time (when you receive your mail delivery)	**32**	31	1	*	*	**	1	4	14	4	-	*
	2%	*2%*	*1%*	*2%*	*3%*	**	*2%*	*1%*	*3%* a	*4%* a	*-%*	*1%*
Collection reliability	**13**	12	1	-	*	**	1	4	4	-	-	*
	1%	*1%*	*2%*	*-%*	*1%*	**	*1%*	*1%*	*1%*	*-%*	*-%*	*%*
Time of collection	**9**	8	*	*	*	**	*	2	2	-	-	*
	%	*%*	*%*	*1%*	*2%* ab	**	*1%*	*%*	*1%*	*-%*	*-%*	*%*
Latest collection time	**5**	4	*	*	-	**	*	-	2	*	-	-
	%	*%*	*%*	*1%*	*-%*	**	*%*	*-%*	*%*	*%*	*-%*	*-%*
Price of postage	**4**	4	*	*	-	**	*	*	2	2	-	*
	%	*%*	*1%*	*%*	*-%*	**	*1%*	*%*	*%*	*2%* a	*-%*	*%*
Accessibility of the sorting office / opening hours	**3**	3	-	-	-	**	-	-	2	-	-	-
	%	*%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*%*	*-%*	*-%*	*-%*
Recorded letters not being signed for	**2**	2	-	-	-	**	-	-	-	2	-	-
	%	*%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*2%* ab	*-%*	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1914**	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	**1903**	1825	50	16	12	-	77	607	427	109	41	55
Wrong postage / shortfall on incoming mail - having to pay	**1**	1	*	-	*	**	*	-	1	-	-	-
	***%**	*%*	*%*	-%	*2%*	**	*%*	-%	*%*	-%	-%	-%
					ab							
Problems with the Smart Stamp online system	*	-	-	-	*	**	*	-	-	-	-	-
	***%**	-%	-%	-%	*1%*	**	*%*	-%	-%	-%	-%	-%
					a							
Don't know / na	**2**	2	-	-	-	**	-	-	2	-	-	-
	***%**	*%*	-%	-%	-%	**	-%	-%	*%*	-%	-%	-%
Other	**46**	44	2	*	*	**	2	18	6	5	*	2
	2%	*2%*	*3%*	*1%*	*2%*	**	*3%*	*3%*	*1%*	*4%*	*%*	*4%*
NET: Any problem	**329**	316	9	2	2	**	13	117	78	22	9	7
	17%	*17%*	*18%*	*15%*	*15%*	**	*17%*	*19%*	*18%*	*20%*	*22%*	*13%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
No Problems	**1572**	135	119	273	67	117	232	160	111	121	1335	73	79	85
	83%	*81%*	*83%*	*83%*	*89%*	*76%*	*79%*	*85%*	*78%*	*86%*	*82%*	*82%*	*88%*	*94%*
					e								**efhjabcefghi**	**jkl**
Amount / level of lost post sent	**80**	8	10	10	2	10	10	5	10	4	70	5	3	2
	4%	*5%*	*7%*	*3%*	*3%*	*6%*	*3%*	*3%*	*7%*	*3%*	*4%*	*5%*	*4%*	*2%*
			m						m					
Delivery consistency / reliability (e.g. arrives as promised consistently)	**69**	9	5	18	2	5	13	2	5	3	61	4	2	1
	4%	*5%*	*3%*	*6%*	*3%*	*3%*	*4%*	*1%*	*4%*	*2%*	*4%*	*5%*	*3%*	*1%*
		gm		**gm**								m		
Items being delivered intact/undamaged	**47**	9	2	8	-	6	6	8	2	2	43	2	1	*
	2%	*6%*	*1%*	*2%*	*-%*	*4%*	*2%*	*4%*	*2%*	*2%*	*3%*	*2%*	*1%*	**%*
		lm		m		m		m			m	m		
Wrong mail delivered / our mail delivered elsewhere	**46**	5	3	7	-	6	12	4	*	4	42	2	2	*
	2%	*3%*	*2%*	*2%*	*-%*	*4%*	*4%*	*2%*	**%*	*3%*	*3%*	*3%*	*2%*	**%*
		m		m		m	**hm**			m	m	m		
Lost or late delivery of sent mail	**39**	*	2	10	-	7	8	*	8	*	35	1	1	1
	2%	**%*	*1%*	*3%*	*-%*	*5%*	*3%*	**%*	*5%*	**%*	*2%*	*1%*	*1%*	*1%*
				g		**agik**			**agijklm**					
Delivery time (when you receive your mail delivery)	**32**	2	-	8	-	4	6	4	2	2	30	1	1	1
	2%	*1%*	*-%*	*2%*	*-%*	*3%*	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*
Collection reliability	**13**	-	2	2	*	4	4	-	-	-	12	1	1	-
	1%	*-%*	*1%*	*1%*	**%*	*3%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*
						jm								
Time of collection	**9**	-	-	2	2	4	*	-	*	-	8	-	-	1
	****%***	*-%*	*-%*	*1%*	*3%*	*3%*	**%*	*-%*	**%*	*-%*	**%*	*-%*	*-%*	*1%*
					fjkl	**fjkl**								
Latest collection time	**5**	-	-	2	2	*	-	-	-	-	4	*	-	1
	****%***	*-%*	*-%*	*1%*	*3%*	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*1%*
					fjkl									
Price of postage	**4**	2	-	*	-	-	*	2	-	-	4	-	-	*
	****%***	*1%*	*-%*	**%*	*-%*	*-%*	**%*	*1%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Accessibility of the sorting office / opening hours	**3**	-	-	-	-	-	2	-	-	-	2	-	1	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*
Recorded letters not being signed for	**2**	-	-	-	-	-	-	-	2	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*
									j					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	*	*	-	-	-	-	-	-	*	1	-	*
	***%**	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%	*1%* j	-%	*%
Problems with the Smart Stamp online system	*	-	-	-	-	-	-	*	-	-	*	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
Don't know / na	**2**	-	-	-	-	-	-	-	2	-	2	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*1%* j	-%	*%	-%	-%	-%
Other	**46**	2	2	8	4	4	8	8	2	5	43	1	2	*
	2%	*1%*	*1%*	*2%* m	*6%* **km**	*2%* m	*3%* m	*4%* m	*1%*	*3%* m	*3%* m	*1%*	*2%* m	*%*
NET: Any problem	**329**	31	24	55	8	38	60	29	30	20	296	16	11	6
	17%	*19%* m	*17%* m	*17%* m	*11%*	*24%* **dlm**	*21%* **lm**	*15%* m	*21%* **lm**	*14%* m	*18%* **lm**	*18%* m	*12%* m	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
No Problems	**1572**	154	101	254	**	99	262	140	114	145	1324	78	85	85
	83%	*78%*	*87%*	*83%*	**	*75%*	*80%*	*85%*	*76%*	*88%*	*82%*	*81%*	*88%*	*94%*
			e					e		**aeh**			**aefhjkacefghij**	**kl**
Amount / level of lost post sent	**80**	16	6	8	**	10	10	2	12	4	68	7	3	2
	4%	*8%*	*5%*	*3%*	**	*7%*	*3%*	*1%*	*8%*	*3%*	*4%*	*7%*	*3%*	*2%*
		cdfgjm				**cgm**			**cdfgm**			**cgm**		
Delivery consistency / reliability (e.g. arrives as promised consistently)	**69**	11	5	14	**	5	15	2	4	3	61	4	2	1
	4%	*6%*	*4%*	*5%*	**	*4%*	*5%*	*1%*	*3%*	*2%*	*4%*	*4%*	*3%*	*1%*
		gm		m			m					m		
Items being delivered intact/undamaged	**47**	7	-	6	**	6	12	8	2	2	43	2	1	*
	2%	*4%*	*-%*	*2%*	**	*4%*	*4%*	*5%*	*1%*	*1%*	*3%*	*2%*	*1%*	**%*
		m		m		m	m	**lm**			m	m		
Wrong mail delivered / our mail delivered elsewhere	**46**	7	-	7	**	4	10	4	5	4	42	2	2	*
	2%	*4%*	*-%*	*2%*	**	*3%*	*3%*	*2%*	*4%*	*2%*	*3%*	*3%*	*2%*	**%*
		m		m		m	m	m	m	m	m	m	m	
Lost or late delivery of sent mail	**39**	*	2	10	**	7	8	-	8	*	35	1	1	1
	2%	**%*	*2%*	*3%*	**	*5%*	*2%*	*-%*	*5%*	**%*	*2%*	*1%*	*1%*	*1%*
				agi		**agijklm**			**agijklm**					
Delivery time (when you receive your mail delivery)	**32**	4	-	8	**	2	4	4	2	2	30	1	1	1
	2%	*2%*	*-%*	*3%*	**	*2%*	*1%*	*3%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*
Collection reliability	**13**	-	2	2	**	4	4	-	-	-	12	1	1	-
	1%	*-%*	*2%*	*1%*	**	*3%*	*1%*	*-%*	*-%*	*-%*	*1%*	*1%*	*1%*	*-%*
			m			**ajm**								
Time of collection	**9**	-	-	*	**	2	*	-	2	-	8	-	-	1
	****%***	*-%*	*-%*	**%*	**	*1%*	**%*	*-%*	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*
					abcfgijklm									
Latest collection time	**5**	-	-	2	**	*	-	-	-	-	4	*	-	1
	****%***	*-%*	*-%*	*1%*	**	**%*	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*1%*
					afjkl									
Price of postage	**4**	2	-	*	**	-	2	-	-	-	4	-	-	*
	****%***	*1%*	*-%*	**%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	**%*
Accessibility of the sorting office / opening hours	**3**	-	-	-	**	-	2	-	-	-	2	-	1	-
	****%***	*-%*	*-%*	*-%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*1%*	*-%*
Recorded letters not being signed for	**2**	-	-	-	**	-	-	-	2	-	2	-	-	-
	****%***	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*1%*	*-%*	**%*	*-%*	*-%*	*-%*
									j					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	*	**	-	-	-	*	-	*	1	-	*
	***%**	-%	-%	*%	**	-%	-%	-%	*%	-%	*%	*1%* j	-%	*%
Problems with the Smart Stamp online system	*	-	-	-	**	-	-	*	-	-	*	-	-	-
	***%**	-%	-%	-%	**	-%	-%	*%	-%	-%	*%	-%	-%	-%
Don't know / na	**2**	-	-	-	**	-	-	-	2	-	2	-	-	-
	***%**	-%	-%	-%	**	-%	-%	-%	*1%* j	-%	*%	-%	-%	-%
Other	**46**	4	2	8	**	2	8	6	2	5	43	1	2	*
	2%	*2%* m	*2%*	*3%* **mabcefhjklm**	**	*1%*	*2%* m	*3%* m	*1%*	*3%* m	*3%* m	*1%*	*2%* m	*%*
NET: Any problem	**329**	43	15	51	**	33	65	24	34	20	294	18	11	6
	17%	*22%* **ilm**	*13%*	*17%* m	**	*25%* **bgilm**	*20%* **lm**	*15%* m	*23%* **ilm**	*12%* m	*18%* **lm**	*19%* **lm**	*12%* m	*6%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 103 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
No Problems	1572	**	131	**	132	451	62	64	652	1251	321	1431	141	1472	100
	83%	**	*72%*	**	*87%*	*83%*	*80%*	*79%*	*84%*	*82%*	*85%*	*83%*	*82%*	*82%*	*95%*
		bcdefgh			b	b			b						a
Amount / level of lost post sent	80	**	8	**	3	31	2	2	29	65	15	75	5	80	-
	4%	**	*4%*	**	*2%*	*6%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*3%*	*4%*	*-%*
														b	
Delivery consistency / reliability (e.g. arrives as promised consistently)	69	**	14	**	2	21	2	9	20	62	7	59	10	67	2
	4%	**	*8%*	**	*1%*	*4%*	*3%*	*11%*	*3%*	*4%*	*2%*	*3%*	*6%*	*4%*	*2%*
			deh					acdefh		b					
Items being delivered intact/undamaged	47	**	7	**	3	10	2	3	21	40	7	40	7	47	-
	2%	**	*4%*	**	*2%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*4%*	*3%*	*-%*
Wrong mail delivered / our mail delivered elsewhere	46	**	11	**	1	6	3	1	24	39	7	42	4	46	-
	2%	**	*6%*	**	*1%*	*1%*	*4%*	*1%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	*-%*
			deh						e						
Lost or late delivery of sent mail	39	**	11	**	2	10	2	3	11	37	2	32	7	38	1
	2%	**	*6%*	**	*1%*	*2%*	*3%*	*3%*	*1%*	*2%*	*1%*	*2%*	*4%*	*2%*	*1%*
			deh							b			a		
Delivery time (when you receive your mail delivery)	32	**	5	**	2	9	2	5	9	23	9	28	4	32	-
	2%	**	*3%*	**	*1%*	*2%*	*3%*	*6%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*-%*
								eh							
Collection reliability	13	**	4	**	2	2	-	-	5	12	1	13	*	13	-
	1%	**	*2%*	**	*1%*	**%*	*-%*	*-%*	*1%*	*1%*	**%*	*1%*	**%*	*1%*	*-%*
			eh												
Time of collection	9	**	-	**	-	2	2	2	3	7	2	9	*	9	-
	**%*	**	*-%*	**	*-%*	**%*	*3%*	*2%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*
							bdeh	beh							
Latest collection time	5	**	-	**	-	4	-	-	*	5	*	5	-	5	-
	**%*	**	*-%*	**	*-%*	*1%*	*-%*	*-%*	**%*	**%*	**%*	**%*	*-%*	**%*	*-%*
						h									
Price of postage	4	**	2	**	-	*	-	-	2	2	2	4	*	4	-
	**%*	**	*1%*	**	*-%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*
			e												
Accessibility of the sorting office / opening hours	3	**	-	**	-	-	-	-	3	3	-	3	-	3	-
	**%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	**%*	*-%*	**%*	*-%*
Recorded letters not being signed for	2	**	-	**	2	-	-	-	-	2	-	2	-	2	-
	**%*	**	*-%*	**	*1%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	**%*	*-%*	**%*	*-%*
					eh										

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**1914**	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	**1903**	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Wrong postage / shortfall on incoming mail - having to pay	**1**	**	1	**	-	*	-	*	*	*	1	1	*	1	-
	***%**	**	*%*	**	-%	*%*	-%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	-%
Problems with the Smart Stamp online system	*	**	-	**	-	-	-	-	-	-	*	*	-	*	-
	***%**	**	-%	**	-%	-%	-%	-%	-%	-%	*%*	*%*	-%	*%*	-%
Don't know / na	**2**	**	-	**	-	2	-	-	-	2	-	2	-	2	-
	***%**	**	-%	**	-%	*%*	-%	-%	-%	*%*	-%	*%*	-%	*%*	-%
Other	**46**	**	4	**	5	14	6	2	13	37	9	46	*	44	2
	2%	**	*2%*	**	*3%*	*3%*	*8%*	*3%*	*2%*	*2%*	*2%*	*3%*	*%*	*2%*	*2%*
							beh					b			
NET: Any problem	**329**	**	52	**	20	91	15	18	125	274	55	298	31	324	5
	17%	**	*28%*	**	*13%*	*17%*	*20%*	*21%*	*16%*	*18%*	*15%*	*17%*	*18%*	*18%*	*5%*
			adeh	a	a	a	a	a	a					b	

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
No Problems	1572	962	264	318	1305	241	21	**	**	**	**	**	1546	26	647	659	267
	83%	86%	83%	74%	85%	76%	47%	**	**	**	**	**	84%	49%	88%	82%	72%
		c	c		bcj	cj							bcj		bc	c	
Amount / level of lost post sent	80	35	16	30	45	19	14	**	**	**	**	**	63	17	3	42	35
	4%	3%	5%	7%	3%	6%	30%	**	**	**	**	**	3%	32%	*%	5%	10%
				a		ai	abi							abi		a	ab
Delivery consistency / reliability (e.g. arrives as promised consistently)	69	28	15	26	43	22	5	**	**	**	**	**	64	5	19	23	26
	4%	2%	5%	6%	3%	7%	10%	**	**	**	**	**	3%	9%	3%	3%	7%
			a	a		ai	ai							ai			ab
Items being delivered intact/undamaged	47	20	7	20	34	9	4	**	**	**	**	**	43	4	10	23	13
	2%	2%	2%	5%	2%	3%	10%	**	**	**	**	**	2%	8%	1%	3%	4%
				a			abi							abi			a
Wrong mail delivered / our mail delivered elsewhere	46	30	6	10	41	3	2	**	**	**	**	**	44	2	23	17	5
	2%	3%	2%	2%	3%	1%	4%	**	**	**	**	**	2%	4%	3%	2%	1%
Lost or late delivery of sent mail	39	15	7	15	24	12	2	**	**	**	**	**	37	2	11	13	15
	2%	1%	2%	3%	2%	4%	5%	**	**	**	**	**	2%	4%	1%	2%	4%
				a		ai	a										ab
Delivery time (when you receive your mail delivery)	32	18	3	11	21	11	*	**	**	**	**	**	32	*	10	11	12
	2%	2%	1%	3%	1%	4%	*%	**	**	**	**	**	2%	*%	1%	1%	3%
						ai											b
Collection reliability	13	7	1	4	9	5	-	**	**	**	**	**	13	-	3	6	5
	1%	1%	*%	1%	1%	1%	-%	**	**	**	**	**	1%	-%	*%	1%	1%
Time of collection	9	6	*	2	5	2	2	**	**	**	**	**	7	2	2	3	4
	*%	1%	*%	1%	*%	1%	4%	**	**	**	**	**	*%	4%	*%	*%	1%
							abi							abi			
Latest collection time	5	*	-	5	1	4	-	**	**	**	**	**	5	-	-	1	4
	*%	*%	-%	1%	*%	1%	-%	**	**	**	**	**	*%	-%	-%	*%	1%
				a		ai											ab
Price of postage	4	*	2	2	2	2	-	**	**	**	**	**	4	-	-	2	2
	*%	*%	1%	*%	*%	1%	-%	**	**	**	**	**	*%	-%	-%	*%	1%
			a	a													
Accessibility of the sorting office / opening hours	3	-	2	1	3	-	-	**	**	**	**	**	3	-	2	1	-
	*%	-%	1%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	*%	-%
			a														
Recorded letters not being signed for	2	2	-	-	2	-	-	**	**	**	**	**	2	-	-	2	-
	*%	*%	-%	-%	*%	-%	-%	**	**	**	**	**	*%	-%	-%	*%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1914**	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	**1903**	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	1	1	*	*	**	**	**	**	**	1	*	-	1	*
	***%**	-%	-%	*%	*%	*%	*%	**	**	**	**	**	*%	*%	-%	*%	*%
Problems with the Smart Stamp online system	*	-	-	*	-	*	-	**	**	**	**	**	*	-	-	-	*
	***%**	-%	-%	*%	-%	*%	-%	**	**	**	**	**	*%	-%	-%	-%	*%
Don't know / na	**2**	-	-	2	-	2	-	**	**	**	**	**	2	-	-	-	2
	***%**	-%	-%	*%	-%	1%	-%	**	**	**	**	**	*%	-%	-%	-%	*%
				a		ai											b
Other	**46**	27	8	10	34	11	1	**	**	**	**	**	45	1	20	14	12
	2%	2%	2%	2%	2%	3%	3%	**	**	**	**	**	2%	2%	3%	2%	3%
NET: Any problem	**329**	162	53	111	228	74	24	**	**	**	**	**	302	27	88	140	101
	***17%**	14%	17%	26%	15%	23%	53%	**	**	**	**	**	16%	51%	12%	18%	27%
				ab		ai	abi							abi		a	ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
No Problems	**1572**	1117	683	1206	520	383	918	1111	55	**	**	**	**	**	502	**	**	**	**	**	**	**
	83%	*84%*	*81%*	*83%*	*77%*	*80%*	*81%*	*84%*	*80%*	**	**	**	**	**	*77%*	**	**	**	**	**	**	**
		d	d	d			d	d	d	d												
Amount / level of lost post sent	**80**	57	47	68	48	26	50	54	7	**	**	**	**	**	43	**	**	**	**	**	**	**
	4%	*4%*	*6%*	*5%*	*7%*	*6%*	*4%*	*4%*	*10%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
					acf				a		a											
Delivery consistency / reliability (e.g. arrives as promised consistently)	**69**	36	25	44	34	18	39	36	1	**	**	**	**	**	34	**	**	**	**	**	**	**
	4%	*3%*	*3%*	*3%*	*5%*	*4%*	*3%*	*3%*	*2%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
					abc						**abc**											
Items being delivered intact/undamaged	**47**	32	28	38	23	15	28	33	2	**	**	**	**	**	23	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Wrong mail delivered / our mail delivered elsewhere	**46**	30	12	30	10	13	35	28	*	**	**	**	**	**	10	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*2%*	*3%*	*3%*	*2%*	*1%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
							bd															
Lost or late delivery of sent mail	**39**	28	24	32	23	6	25	32	1	**	**	**	**	**	23	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*3%*	*1%*	*2%*	*2%*	*1%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
			e		e																	
Delivery time (when you receive your mail delivery)	**32**	24	9	24	14	11	17	22	1	**	**	**	**	**	14	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Collection reliability	**13**	5	5	5	9	6	11	5	-	**	**	**	**	**	8	**	**	**	**	**	**	**
	1%	*%*	*1%*	*%*	*1%*	*1%*	*1%*	*%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					ac	**ac**																
Time of collection	**9**	7	3	7	2	1	5	5	*	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
										ab												
Latest collection time	**5**	3	-	3	2	2	4	1	2	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*-%*	*%*	*%*	*%*	*%*	*%*	*3%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
									a		a											
Price of postage	**4**	4	2	4	2	2	4	4	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Accessibility of the sorting office / opening hours	**3**	1	1	1	-	-	3	1	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*-%*	*-%*	*%*	*%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Recorded letters not being signed for	**2**	2	2	2	2	2	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*-%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Wrong postage / shortfall on incoming mail - having to pay	**1**	1	1	1	1	*	1	1	-	**	**	**	**	**	1	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Problems with the Smart Stamp online system	*	-	-	-	*	*	*	-	-	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	-%	-%	-%	*%	*%	*%	-%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Don't know / na	**2**	2	2	2	2	2	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Other	**46**	31	24	35	16	9	29	32	2	**	**	**	**	**	16	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*3%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
NET: Any problem	**329**	217	154	246	154	93	213	215	14	**	**	**	**	**	147	**	**	**	**	**	**	**
	17%	*16%*	*18%*	*17%*	*23%*	*19%*	*19%*	*16%*	*20%*	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
					abcf						**abc**											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
No Problems	1572	401	314	333	146	**	200	116	118	85	**	326	**	164	1473	99
	83%	88%	83%	81%	76%	**	82%	80%	73%	69%	**	74%	**	82%	83%	74%
		cd	d				cd	d						a	b	
Amount / level of lost post sent	80	6	18	27	14	**	9	6	18	16	**	41	**	4	68	12
	4%	1%	5%	7%	7%	**	4%	4%	11%	13%	**	9%	**	2%	4%	9%
			a	a	a				ab	ab		c				a
Delivery consistency / reliability (e.g. arrives as promised consistently)	69	8	11	13	10	**	9	1	20	5	**	21	**	12	65	4
	4%	2%	3%	3%	5%	**	4%	1%	12%	4%	**	5%	**	6%	4%	3%
					a				abd							
Items being delivered intact/undamaged	47	7	17	14	*	**	7	3	8	6	**	19	**	4	41	6
	2%	2%	4%	3%	*%	**	3%	2%	5%	5%	**	4%	**	2%	2%	4%
			ad	d												
Wrong mail delivered / our mail delivered elsewhere	46	11	12	4	3	**	7	1	2	1	**	7	**	3	44	2
	2%	2%	3%	1%	2%	**	3%	*%	1%	1%	**	2%	**	2%	2%	2%
			c													
Lost or late delivery of sent mail	39	11	*	11	11	**	6	5	2	8	**	15	**	7	33	6
	2%	2%	*%	3%	6%	**	3%	3%	1%	7%	**	3%	**	3%	2%	4%
		b		b	abc					ac						
Delivery time (when you receive your mail delivery)	32	11	5	1	7	**	7	2	5	*	**	5	**	9	28	4
	2%	2%	1%	*%	3%	**	3%	1%	3%	*%	**	1%	**	4%	2%	3%
		c			c									a		
Collection reliability	13	-	2	2	*	**	*	-	8	*	**	8	**	1	11	2
	1%	-%	1%	1%	*%	**	*%	-%	5%	*%	**	2%	**	*%	1%	2%
									abd							
Time of collection	9	4	*	2	*	**	*	*	2	-	**	2	**	*	7	2
	*%	1%	*%	*%	*%	**	*%	*%	1%	-%	**	*%	**	*%	*%	1%
Latest collection time	5	-	1	2	-	**	-	-	1	2	**	2	**	-	3	2
	*%	-%	*%	*%	-%	**	-%	-%	*%	1%	**	1%	**	-%	*%	1%
																a
Price of postage	4	*	4	*	*	**	*	2	*	*	**	2	**	*	4	-
	*%	*%	1%	*%	*%	**	*%	1%	*%	*%	**	*%	**	*%	*%	-%
			c													

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**1914**	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	**1903**	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Accessibility of the sorting office / opening hours	**3**	-	-	1	-	**	-	-	-	-	**	-	**	-	3	-
	***%**	-%	-%	*%	-%	**	-%	-%	-%	-%	**	-%	**	-%	*%	-%
Recorded letters not being signed for	**2**	-	-	2	-	**	-	2	-	-	**	2	**	-	2	-
	***%**	-%	-%	*1%*	-%	**	-%	*1%*	-%	-%	**	*%	**	-%	*%	-%
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	-	1	*	**	*	-	1	-	**	1	**	*	1	-
	***%**	-%	-%	*%	*%	**	*%	-%	*%	-%	**	*%	**	*%	*%	-%
Problems with the Smart Stamp online system	*	-	-	-	-	**	-	-	*	-	**	-	**	*	*	-
	***%**	-%	-%	-%	-%	**	-%	-%	*%	-%	**	-%	**	*%	*%	-%
Don't know / na	**2**	2	-	-	-	**	-	-	-	2	**	2	**	-	2	-
	***%**	*%	-%	-%	-%	**	-%	-%	-%	*1%*	**	*%	**	-%	*%	-%
Other	**46**	12	4	14	6	**	4	8	3	1	**	13	**	3	44	2
	2%	*3%*	*1%*	*3%*	*3%*	**	*2%*	*6%*	*2%*	*1%*	**	*3%*	**	*1%*	*2%*	*1%*
				b				**ad**								
NET: Any problem	**329**	53	65	78	47	**	43	28	44	36	**	115	**	35	295	34
	17%	*12%*	*17%*	*19%*	*24%*	**	*18%*	*20%*	*27%*	*30%*	**	*26%*	**	*18%*	*17%*	*26%*
			a	a	**ab**				a	a		c				a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
No Problems	**1572**	1201	**	387	134	1185	**	386	134	254	1047	96	**
	83%	*83%*	**	*79%*	*72%*	*83%*	**	*80%* b	*70%*	*83%* c	*84%* c	*70%*	**
Amount / level of lost post sent	**80**	68	**	27	21	67	**	26	22	11	49	10	**
	4%	*5%*	**	*6%*	*11%* a	*5%*	**	*5%*	*12%* a	*4%*	*4%*	*7%* b	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	**69**	44	**	26	9	43	**	25	9	14	32	8	**
	4%	*3%*	**	*5%*	*5%*	*3%*	**	*5%*	*5%*	*5%* b	*3%*	*6%* b	**
Items being delivered intact/undamaged	**47**	38	**	14	9	38	**	14	9	7	29	6	**
	2%	*3%*	**	*3%*	*5%*	*3%*	**	*3%*	*5%*	*2%*	*2%*	*4%*	**
Wrong mail delivered / our mail delivered elsewhere	**46**	30	**	4	6	30	**	4	6	7	27	2	**
	2%	*2%*	**	*1%*	*3%* a	*2%*	**	*1%*	*3%* a	*2%*	*2%*	*2%*	**
Lost or late delivery of sent mail	**39**	32	**	18	6	30	**	16	7	8	25	8	**
	2%	*2%*	**	*4%*	*3%*	*2%*	**	*3%*	*4%*	*3%*	*2%*	*6%* **ab**	**
Delivery time (when you receive your mail delivery)	**32**	24	**	9	5	24	**	9	5	8	23	9	**
	2%	*2%*	**	*2%*	*3%*	*2%*	**	*2%*	*3%*	*3%*	*2%*	*6%* **ab**	**
Collection reliability	**13**	5	**	6	3	5	**	6	3	3	5	-	**
	1%	*%*	**	*1%*	*1%*	*%*	**	*1%*	*1%*	*1%*	*%*	-%	**
Time of collection	**9**	7	**	*	2	7	**	*	2	1	5	4	**
	%	*%*	**	*%*	*1%*	*%*	**	*%*	*1%*	*%*	*%*	*3%* **ab**	**
Latest collection time	**5**	3	**	1	2	3	**	1	2	2	3	2	**
	%	*%*	**	*%*	*1%*	*%*	**	*%*	*1%*	*1%*	*%*	*1%* b	**
Price of postage	**4**	4	**	2	-	4	**	2	-	*	4	*	**
	%	*%*	**	*%*	-%	*%*	**	*%*	-%	*%*	*%*	*%*	**
Accessibility of the sorting office / opening hours	**3**	1	**	-	-	1	**	-	-	-	1	-	**
	%	*%*	**	-%	-%	*%*	**	-%	-%	-%	*%*	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Recorded letters not being signed for	**2**	2	**	2	-	2	**	2	-	-	2	-	**
	***%**	*%	**	*%	-%	*%	**	*%	-%	-%	*%	-%	**
Wrong postage / shortfall on incoming mail - having to pay	**1**	1	**	1	-	1	**	1	-	*	1	*	**
	***%**	*%	**	*%	-%	*%	**	*%	-%	*%	*%	*%	**
Problems with the Smart Stamp online system	*	-	**	*	-	-	**	*	-	-	-	-	**
	***%**	-%	**	*%	-%	-%	**	*%	-%	-%	-%	-%	**
Don't know / na	**2**	2	**	2	-	2	**	2	-	2	2	-	**
	***%**	*%	**	*%	-%	*%	**	*%	-%	1%	*%	-%	**
Other	**46**	35	**	14	2	35	**	12	4	1	31	4	**
	2%	2%	**	3%	1%	2%	**	3%	2%	*%	2% a	3% a	**
NET: Any problem	**329**	245	**	101	52	243	**	96	58	52	202	41	**
	17%	17%	**	21%	28% a	17%	**	20%	30% a	17%	16%	30% **ab**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	1914	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	1903	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
No Problems	1572	230	583	81	**	372	326	104	**	1117	680	459	976	758	**
	83%	84%	82%	77%	**	77%	76%	63%	**	84%	81%	78%	83%	83%	**
						c	c			c					
Amount / level of lost post sent	80	8	40	7	**	33	31	21	**	57	47	40	45	49	**
	4%	3%	6%	7%	**	7%	7%	13%	**	4%	6%	7%	4%	5%	**
								ab				a			a
Delivery consistency / reliability (e.g. arrives as promised consistently)	69	6	20	4	**	25	22	18	**	36	24	32	33	31	**
	4%	2%	3%	4%	**	5%	5%	11%	**	3%	3%	5%	3%	3%	**
								ab				ab			
Items being delivered intact/undamaged	47	11	22	3	**	19	20	8	**	32	27	17	33	24	**
	2%	4%	3%	3%	**	4%	5%	5%	**	2%	3%	3%	3%	3%	**
Wrong mail delivered / our mail delivered elsewhere	46	4	9	2	**	8	6	2	**	30	12	8	27	16	**
	2%	1%	1%	2%	**	2%	1%	1%	**	2%	1%	1%	2%	2%	**
Lost or late delivery of sent mail	39	6	21	9	**	13	14	9	**	28	24	20	30	21	**
	2%	2%	3%	8%	**	3%	3%	5%	**	2%	3%	3%	3%	2%	**
				ab											
Delivery time (when you receive your mail delivery)	32	3	8	*	**	11	9	6	**	24	9	11	21	15	**
	2%	1%	1%	*%	**	2%	2%	4%	**	2%	1%	2%	2%	2%	**
Collection reliability	13	3	2	*	**	7	4	4	**	5	5	6	5	3	**
	1%	1%	*%	*%	**	1%	1%	2%	**	*%	1%	1%	*%	*%	**
Time of collection	9	*	1	2	**	*	*	2	**	7	3	2	5	4	**
	*%	*%	*%	2%	**	*%	*%	1%	**	1%	*%	*%	*%	*%	**
				ab				a							
Latest collection time	5	-	-	-	**	2	2	2	**	3	-	2	3	2	**
	*%	-%	-%	-%	**	*%	*%	1%	**	*%	-%	*%	*%	*%	**
												b			
Price of postage	4	*	2	*	**	*	2	*	**	4	2	2	*	4	**
	*%	*%	*%	*%	**	*%	1%	*%	**	*%	*%	*%	*%	*%	**
														a	ab
Accessibility of the sorting office / opening hours	3	-	1	-	**	-	-	-	**	1	1	-	1	1	**
	*%	-%	*%	-%	**	-%	-%	-%	**	*%	*%	-%	*%	*%	**
Recorded letters not being signed for	2	-	2	-	**	-	2	-	**	2	2	2	2	-	**
	*%	-%	*%	-%	**	-%	*%	-%	**	*%	*%	*%	*%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**1914**	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	**1903**	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Wrong postage / shortfall on incoming mail - having to pay	**1**	*	1	-	**	1	1	1	**	1	1	1	1	1	**
	***%**	*%	*%	-%	**	*%	*%	*%	**	*%	*%	*%	*%	*%	**
Problems with the Smart Stamp online system	*	-	-	-	**	*	*	-	**	-	-	*	-	-	**
	***%**	-%	-%	-%	**	*%	*%	-%	**	-%	-%	*%	-%	-%	**
Don't know / na	**2**	2	2	-	**	2	-	-	**	2	2	2	2	2	**
	***%**	*1%*	*%	-%	**	*%	-%	-%	**	*%	*%	*%	*%	*%	**
Other	**46**	7	20	3	**	12	8	1	**	31	24	14	29	21	**
	2%	*3%*	*3%*	*2%*	**	*2%*	*2%*	*%*	**	*2%*	*3%*	*2%*	*2%*	*2%*	** **ab**
NET: Any problem	**329**	42	130	24	**	109	101	60	**	217	154	127	202	153	**
	17%	*15%*	*18%*	*23%*	**	*23%*	*24%*	*37%* **ab**	**	*16%*	*18%*	*22%* a	*17%*	*17%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**1914**	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	**1903**	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
No Problems	**1572**	294	202	262	54	49	951	773	59	**	**	**	1455	1154	1462	1171	1523
	83%	*78%*	*74%*	*80%*	*59%*	*59%*	*82%*	*83%*	*77%*	**	**	**	*83%*	*81%*	*83%*	*82%*	*83%*
		de	**de**	**de**													
Amount / level of lost post sent	**80**	28	28	21	15	14	42	47	5	**	**	**	77	65	77	63	78
	4%	*7%*	*10%*	*6%*	*16%*	*17%*	*4%*	*5%*	*7%*	**	**	**	*4%*	*5%*	*4%*	*4%*	*4%*
					ac	**ac**											
Delivery consistency / reliability (e.g. arrives as promised consistently)	**69**	17	15	20	13	8	37	34	3	**	**	**	59	51	62	57	67
	4%	*5%*	*5%*	*6%*	*14%*	*10%*	*3%*	*4%*	*4%*	**	**	**	*3%*	*4%*	*3%*	*4%*	*4%*
					abc	a											
Items being delivered intact/undamaged	**47**	12	10	9	5	6	33	28	3	**	**	**	45	39	45	42	47
	2%	*3%*	*4%*	*3%*	*5%*	*7%*	*3%*	*3%*	*4%*	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
Wrong mail delivered / our mail delivered elsewhere	**46**	6	8	1	*	*	27	17	3	**	**	**	42	39	42	34	44
	2%	*2%*	*3%*	*%*	*%*	*%*	*2%*	*2%*	*4%*	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*
			c														
Lost or late delivery of sent mail	**39**	13	9	11	8	8	28	19	2	**	**	**	35	30	35	34	39
	2%	*3%*	*3%*	*3%*	*9%*	*10%*	*2%*	*2%*	*2%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
					abc	**abc**											
Delivery time (when you receive your mail delivery)	**32**	9	5	9	4	4	22	16	3	**	**	**	28	26	28	28	28
	2%	*2%*	*2%*	*3%*	*4%*	*5%*	*2%*	*2%*	*3%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
Collection reliability	**13**	4	4	4	*	2	7	4	*	**	**	**	9	7	9	13	13
	1%	*1%*	*1%*	*1%*	*%*	*2%*	*1%*	*%*	*%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Time of collection	**9**	*	*	-	2	*	5	2	*	**	**	**	9	9	9	9	9
	%	*%*	*%*	*-%*	*2%*	*%*	*%*	*%*	*%*	**	**	**	*%*	*1%*	*%*	*1%*	*%*
					abc												
Latest collection time	**5**	2	2	1	2	-	3	3	-	**	**	**	5	5	5	5	5
	%	*%*	*1%*	*%*	*2%*	*-%*	*%*	*%*	*-%*	**	**	**	*%*	*%*	*%*	*%*	*%*
Price of postage	**4**	*	2	*	*	*	*	4	*	**	**	**	4	2	4	*	4
	%	*%*	*1%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	*%*	*%*	*%*	*%*	*%*
								a									
Accessibility of the sorting office / opening hours	**3**	-	-	-	-	-	1	1	-	**	**	**	1	1	1	3	3
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*%*	*-%*	**	**	**	*%*	*%*	*%*	*%*	*%*
Recorded letters not being signed for	**2**	2	-	-	-	-	2	-	-	**	**	**	2	2	2	2	2
	%	*1%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	**	**	**	*%*	*%*	*%*	*%*	*%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**1914**	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	**1903**	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Wrong postage / shortfall on incoming mail - having to pay	**1**	*	1	1	-	-	1	1	-	**	**	**	1	1	1	*	1
	***%**	*%	*%	*%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Problems with the Smart Stamp online system	*	*	*	*	-	-	*	*	-	**	**	**	-	-	-	*	*
	***%**	*%	*%	*%	-%	-%	*%	*%	-%	**	**	**	-%	-%	-%	*%	*%
Don't know / na	**2**	2	-	2	-	-	2	-	-	**	**	**	2	2	2	2	2
	***%**	*%	-%	*1%*	-%	-%	*%	-%	-%	**	**	**	*%	*%	*%	*%	*%
Other	**46**	3	4	8	1	1	25	20	3	**	**	**	42	36	42	29	46
	2%	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*3%*	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*
NET: Any problem	**329**	82	73	64	37	34	202	164	17	**	**	**	301	261	303	264	321
	17%	*22%*	*26%*	*20%*	*41%*	*41%*	*17%*	*17%*	*23%*	**	**	**	*17%*	*18%*	*17%*	*18%*	*17%*
			c		**abc**	**abc**											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 103 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
No Problems	1572	853	1461	302	**	1375	34	-	1572	207	**	51	188	141	1193	232
	83%	81%	83%	79%	**	87% b	42%	-%	100% a	73%	**	65%	75%	70%	85% ac	78% a
Amount / level of lost post sent	80	43	74	20	**	51	10	80	-	25	**	8	24	18	41	21
	4%	4%	4%	5%	**	3%	13% a	24% b	-%	9%	**	11%	10%	9% b	3%	7% b
Delivery consistency / reliability (e.g. arrives as promised consistently)	69	50	62	23	**	36	15	69	-	21	**	9	15	20	38	11
	4%	5%	3%	6% b	**	2%	18% a	21% b	-%	7%	**	11%	6%	10% bc	3%	4%
Items being delivered intact/undamaged	47	34	47	13	**	37	5	47	-	13	**	9	7	8	34	5
	2%	3%	3%	3%	**	2%	6%	14% b	-%	5%	**	11% b	3%	4%	2%	2%
Wrong mail delivered / our mail delivered elsewhere	46	18	40	3	**	29	6	46	-	9	**	2	7	7	32	8
	2%	2%	2% c	1%	**	2%	8% a	14% b	-%	3%	**	3%	3%	3%	2%	3%
Lost or late delivery of sent mail	39	23	37	9	**	26	10	39	-	7	**	4	7	5	23	10
	2%	2%	2%	2%	**	2%	13% a	12% b	-%	2%	**	5%	3%	3%	2%	3% b
Delivery time (when you receive your mail delivery)	32	27	30	16	**	12	5	32	-	5	**	*	5	5	20	7
	2%	3%	2%	4% b	**	1%	6% a	10% b	-%	2%	**	*%	2%	3%	1%	2%
Collection reliability	13	11	11	2	**	7	5	13	-	3	**	2	*	*	9	4
	1%	1%	1%	1%	**	*%	6% a	4% b	-%	1%	**	3% b	*%	*%	1%	1%
Time of collection	9	6	9	3	**	2	2	9	-	2	**	2	2	2	2	5
	*%	1%	*%	1%	**	*%	2% a	3% b	-%	1%	**	2%	1%	1% b	*%	2% b
Latest collection time	5	4	5	2	**	1	-	5	-	4	**	-	4	3	2	-
	*%	*%	*%	*%	**	*%	-%	1% b	-%	1%	**	-%	1%	1% bc	*%	-%
Price of postage	4	*	4	*	**	2	*	4	-	*	**	-	*	-	2	2
	*%	*%	*%	*%	**	*%	*%	1% b	-%	*%	**	-%	*%	-%	*%	1%
Accessibility of the sorting office / opening hours	3	3	1	-	**	-	3	3	-	2	**	-	2	-	1	2
	*%	*%	*%	-%	**	-%	3% a	1% b	-%	1%	**	-%	1%	-%	*%	1% b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Recorded letters not being signed for	2	2	2	-	**	-	-	2	-	-	**	-	-	-	2	-
	*%	*%	*%	-%	**	-%	-%	1% b	-%	-%	**	-%	-%	-%	*%	-%
Wrong postage / shortfall on incoming mail - having to pay	1	*	1	-	**	1	-	1	-	-	**	-	-	1	*	-
	*%	*%	*%	-%	**	*%	-%	*% b	-%	-%	**	-%	-%	*%	*%	-%
Problems with the Smart Stamp online system	*	*	*	*	**	*	-	*	-	*	**	-	*	-	*	-
	*%	*%	*%	*%	**	*%	-%	*%	-%	*%	**	-%	*%	-%	*%	-%
Don't know / na	2	2	2	-	**	2	-	-	2	-	**	-	-	-	-	2
	*%	*%	*%	-%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	-%	1% b
Other	46	21	42	13	**	24	9	46	-	2	**	2	2	5	33	9
	2%	2%	2%	3%	**	2%	11% a	14% b	-%	1%	**	3%	1%	2%	2%	3%
NET: Any problem	329	198	308	79	**	202	47	329	-	76	**	28	63	59	207	63
	17%	19%	17%	21%	**	13%	58% a	100% b	-%	27%	**	35%	25%	30% bc	15%	21% b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
No Problems	**1572**	159	86	1314	847	725
	83%	*71%*	*69%*	*86%*	*83%*	*83%*
				ab		
Amount / level of lost post sent	**80**	19	9	52	45	35
	4%	*8%*	*7%*	*3%*	*4%*	*4%*
		c	c			
Delivery consistency / reliability (e.g. arrives as promised consistently)	**69**	22	13	34	37	32
	4%	*10%*	*10%*	*2%*	*4%*	*4%*
		c	c			
Items being delivered intact/undamaged	**47**	9	6	31	27	20
	2%	*4%*	*5%*	*2%*	*3%*	*2%*
Wrong mail delivered / our mail delivered elsewhere	**46**	7	2	37	17	29
	2%	*3%*	*2%*	*2%*	*2%*	*3%*
						a
Lost or late delivery of sent mail	**39**	5	10	22	23	16
	2%	*2%*	*8%*	*1%*	*2%*	*2%*
			ac			
Delivery time (when you receive your mail delivery)	**32**	13	2	17	25	8
	2%	*6%*	*2%*	*1%*	*2%*	*1%*
		c			b	
Collection reliability	**13**	*	4	9	9	4
	1%	*%*	*4%*	*1%*	*1%*	*1%*
			ac			
Time of collection	**9**	6	-	3	5	4
	%	*3%*	*-%*	*%*	*%*	*%*
		c				
Latest collection time	**5**	3	-	2	1	4
	%	*1%*	*-%*	*%*	*%*	*%*
		c				
Price of postage	**4**	2	2	*	2	2
	%	*1%*	*1%*	*%*	*%*	*%*
		c	c			
Accessibility of the sorting office / opening hours	**3**	2	-	1	-	3
	%	*1%*	*-%*	*%*	*-%*	*%*
		c				

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Recorded letters not being signed for	**2**	-	-	2	2	-
	***%**	-%	-%	*%	*%	-%
Wrong postage / shortfall on incoming mail - having to pay	**1**	-	*	1	-	1
	***%**	-%	*%	*%	-%	*%
Problems with the Smart Stamp online system	*	-	-	*	-	*
	***%**	-%	-%	*%	-%	*%
Don't know / na	**2**	-	-	2	-	2
	***%**	-%	-%	*%	-%	*%
Other	**46**	7	6	33	33	13
	2%	*3%*	*5%*	*2%*	*3%* b	*1%*
NET: Any problem	**329**	66	39	220	177	152
	17%	*29%* c	*31%* c	*14%*	*17%*	*17%*

Columns Tested: a,b,c - a,b

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
No Problems	**1572**	146	120	118	154	128	87	91	124	197	133	171	103
	83%	*84%*	*76%*	*80%*	*76%*	*77%*	*84%*	*83%*	*89%*	*86%*	*81%*	*91%*	*85%*
		d							**bcde**	**bde**		**bcdegj**	d
Amount / level of lost post sent	**80**	9	10	5	13	14	5	8	6	5	3	1	-
	4%	*5%*	*6%*	*4%*	*6%*	*9%*	*5%*	*8%*	*4%*	*2%*	*2%*	*1%*	*-%*
		kl	**kl**	**kl**	**ijkl**	**ijkl**	**kl**	**ijkl**	**kl**				
Delivery consistency / reliability (e.g. arrives as promised consistently)	**69**	8	11	4	5	6	4	3	4	4	9	7	4
	4%	*4%*	*7%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	*2%*	*6%*	*4%*	*4%*
			i								i		
Items being delivered intact/undamaged	**47**	3	11	2	4	14	4	*	-	3	6	*	-
	2%	*2%*	*7%*	*2%*	*2%*	*8%*	*4%*	*%*	*-%*	*1%*	*3%*	*%*	*-%*
			acdghikl			**acdghikl**	**ghkl**				**hkl**		
Wrong mail delivered / our mail delivered elsewhere	**46**	-	4	4	8	*	2	2	4	7	3	3	8
	2%	*-%*	*3%*	*3%*	*4%*	*%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*7%*
			ae	**ae**	**ae**				**ae**	**ae**			**aejk**
Lost or late delivery of sent mail	**39**	5	5	4	4	4	2	2	2	5	4	3	-
	2%	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*	*2%*	*-%*
Delivery time (when you receive your mail delivery)	**32**	4	7	2	6	*	2	1	-	1	4	4	2
	2%	*2%*	*4%*	*1%*	*3%*	*%*	*2%*	*%*	*-%*	*%*	*3%*	*2%*	*2%*
			eghi		**ehi**								
Collection reliability	**13**	*	2	*	2	4	-	1	2	2	-	-	*
	1%	*%*	*1%*	*%*	*1%*	*2%*	*-%*	*%*	*1%*	*1%*	*-%*	*-%*	*%*
						jk							
Time of collection	**9**	6	*	-	*	-	-	1	2	-	*	-	-
	%	*3%*	*%*	*-%*	*%*	*-%*	*-%*	*%*	*1%*	*-%*	*%*	*-%*	*-%*
		bcdeijkl											
Latest collection time	**5**	3	-	*	2	-	-	-	*	-	-	-	-
	%	*1%*	*-%*	*%*	*1%*	*-%*	*-%*	*-%*	*%*	*-%*	*-%*	*-%*	*-%*
Price of postage	**4**	-	*	*	-	-	-	2	-	2	-	-	*
	%	*-%*	*%*	*%*	*-%*	*-%*	*-%*	*2%*	*-%*	*1%*	*-%*	*-%*	*%*
								d					
Accessibility of the sorting office / opening hours	**3**	-	-	-	-	-	-	-	1	-	2	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*%*	*-%*	*1%*	*-%*	*-%*
Recorded letters not being signed for	**2**	-	-	-	-	-	-	2	-	-	-	-	-
	%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*
								di					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Wrong postage / shortfall on incoming mail - having to pay	**1**	*	-	*	*	-	-	-	-	1	-	-	-
	***%**	*%	-%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Problems with the Smart Stamp online system	*	-	-	-	-	-	-	-	*	-	-	-	-
	***%**	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Don't know / na	**2**	-	-	2	-	-	-	-	-	-	-	-	-
	***%**	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**46**	2	2	8	8	2	3	*	1	7	5	3	4
	2%	*1%*	*1%*	*5%*	*4%*	*1%*	*3%*	*%*	*1%*	*3%*	*3%*	*1%*	*4%*
				aeghk	**gh**								g
NET: Any problem	**329**	27	38	28	49	39	17	18	15	31	31	17	18
	17%	*16%*	*24%*	*19%*	*24%*	*23%*	*16%*	*17%*	*11%*	*14%*	*19%*	*9%*	*15%*
			hik	k	**ahikl**	**hik**		k			k		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
No Problems	**1572**	384	369	412	407
	83%	*80%*	*78%*	*86%*	*86%*
				ab	**ab**
Amount / level of lost post sent	**80**	24	32	20	4
	4%	*5%*	*7%*	*4%*	*1%*
		d	d	d	
Delivery consistency / reliability (e.g. arrives as promised consistently)	**69**	23	15	11	20
	4%	*5%*	*3%*	*2%*	*4%*
		c			
Items being delivered intact/undamaged	**47**	16	22	4	6
	2%	*3%*	*5%*	*1%*	*1%*
		cd	**cd**		
Wrong mail delivered / our mail delivered elsewhere	**46**	9	10	13	14
	2%	*2%*	*2%*	*3%*	*3%*
Lost or late delivery of sent mail	**39**	14	10	8	7
	2%	*3%*	*2%*	*2%*	*2%*
Delivery time (when you receive your mail delivery)	**32**	13	8	1	10
	2%	*3%*	*2%*	**%*	*2%*
		c	c		c
Collection reliability	**13**	3	6	5	*
	1%	*1%*	*1%*	*1%*	**%*
			d		
Time of collection	**9**	6	*	2	*
	****%***	*1%*	**%*	*1%*	**%*
		bd			
Latest collection time	**5**	3	2	*	-
	****%***	*1%*	**%*	**%*	*-%*
Price of postage	**4**	*	-	4	*
	****%***	**%*	*-%*	*1%*	**%*
				bd	
Accessibility of the sorting office / opening hours	**3**	-	-	1	2
	****%***	*-%*	*-%*	**%*	**%*
Recorded letters not being signed for	**2**	-	-	2	-
	****%***	*-%*	*-%*	**%*	*-%*
Wrong postage / shortfall on incoming mail - having to pay	**1**	*	*	1	-
	****%***	**%*	**%*	**%*	*-%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Problems with the Smart Stamp online system	*	-	-	*	-
	***%**	-%	-%	*%	-%
Don't know / na	**2**	2	-	-	-
	***%**	*%	-%	-%	-%
Other	**46**	13	13	8	12
	2%	*3%*	*3%*	*2%*	*2%*
NET: Any problem	**329**	94	105	65	65
	17%	*20%*	*22%*	*14%*	*14%*
		cd	**cd**		

Columns Tested: a,b,c,d

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	*e
Unweighted total	**305**	199	71	21	14	-	106	72	60	22	13	27
Weighted total	**329**	316	9	2	2	-	13	117	78	22	9	7
Very Dissatisfied	**29**	27	1	**	**	**	2	4	5	**	**	**
	9%	*9%*	*7%*	**	**	**	*13%*	*3%*	*6%*	**	**	**
Fairly Dissatisfied	**31**	30	1	**	**	**	1	15	6	**	**	**
	9%	*9%*	*9%*	**	**	**	*9%*	*12%*	*8%*	**	**	**
Neither Satisfied Nor Dissatisfied	**44**	42	1	**	**	**	2	13	14	**	**	**
	13%	*13%*	*10%*	**	**	**	*13%*	*11%*	*18%*	**	**	**
Fairly Satisfied	**32**	30	2	**	**	**	2	13	4	**	**	**
	10%	*9%*	*18%*	**	**	**	*17%* a	*11%*	*6%*	**	**	**
Very Satisfied	**30**	28	1	**	**	**	2	9	6	**	**	**
	9%	*9%*	*15%*	**	**	**	*12%*	*8%*	*8%*	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**147**	143	3	**	**	**	4	55	39	**	**	**
	45%	*45%* bf	*32%*	**	**	**	*31%*	*47%*	*49%*	**	**	**
Don't Know (DO NOT READ OUT)	**17**	16	1	**	**	**	1	10	4	**	**	**
	5%	*5%*	*9%*	**	**	**	*6%*	*9%*	*6%*	**	**	**
NET: Satisfied	**62**	58	3	**	**	**	4	22	10	**	**	**
	19%	*18%*	*33%* a	**	**	**	*29%* a	*19%*	*13%*	**	**	**
NET: Dissatisfied	**59**	56	1	**	**	**	3	18	11	**	**	**
	18%	*18%*	*16%*	**	**	**	*21%*	*15%*	*15%*	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	305	22	14	45	6	27	45	22	22	18	221	37	28	19
Weighted total	329	31	24	55	8	38	60	29	30	20	296	16	11	6
Very Dissatisfied	29	**	**	**	**	**	**	**	**	**	23	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
				f								f		
Fairly Dissatisfied	31	**	**	**	**	**	**	**	**	**	28	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*10%*	**	**	**
Neither Satisfied Nor Dissatisfied	44	**	**	**	**	**	**	**	**	**	38	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*13%*	**	**	**
Fairly Satisfied	32	**	**	**	**	**	**	**	**	**	27	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
												j		
Very Satisfied	30	**	**	**	**	**	**	**	**	**	25	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
												c		
Have not Contacted / Not Applicable (DO NOT READ OUT)	147	**	**	**	**	**	**	**	**	**	139	**	**	**
	45%	**	**	**	**	**	**	**	**	**	*47%*	**	**	**
				k			k				k			
Don't Know (DO NOT READ OUT)	17	**	**	**	**	**	**	**	**	**	17	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
							c							
NET: Satisfied	62	**	**	**	**	**	**	**	**	**	51	**	**	**
	19%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
												cfj		
NET: Dissatisfied	59	**	**	**	**	**	**	**	**	**	51	**	**	**
	18%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
				f										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	***m**
Unweighted total	**305**	30	9	44	5	24	46	16	24	20	218	38	30	19
Weighted total	**329**	43	15	51	8	33	65	24	34	20	294	18	11	6
Very Dissatisfied	**29**	**	**	**	**	**	**	**	**	**	23	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
													fj	
Fairly Dissatisfied	**31**	**	**	**	**	**	**	**	**	**	26	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
Neither Satisfied Nor Dissatisfied	**44**	**	**	**	**	**	**	**	**	**	38	**	**	**
	13%	**	**	**	**	**	**	**	**	**	*13%*	**	**	**
Fairly Satisfied	**32**	**	**	**	**	**	**	**	**	**	27	**	**	**
	10%	**	**	**	**	**	**	**	**	**	*9%*	**	**	**
												j		
Very Satisfied	**30**	**	**	**	**	**	**	**	**	**	25	**	**	**
	9%	**	**	**	**	**	**	**	**	**	*8%*	**	**	**
		c										c	c	
Have not Contacted / Not Applicable (DO NOT READ OUT)	**147**	**	**	**	**	**	**	**	**	**	139	**	**	**
	45%	**	**	**	**	**	**	**	**	**	*47%*	**	**	**
				k			**akl**				**kl**			
Don't Know (DO NOT READ OUT)	**17**	**	**	**	**	**	**	**	**	**	17	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
		c												
NET: Satisfied	**62**	**	**	**	**	**	**	**	**	**	51	**	**	**
	19%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
												cj		
NET: Dissatisfied	**59**	**	**	**	**	**	**	**	**	**	49	**	**	**
	18%	**	**	**	**	**	**	**	**	**	*17%*	**	**	**
												f	**fj**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	305	2	42	4	24	76	13	19	122	231	74	272	33	301	4
Weighted total	329	1	52	5	20	91	15	18	125	274	55	298	31	324	5
Very Dissatisfied	29	**	**	**	**	8	**	**	7	19	10	28	**	28	**
	9%	**	**	**	**	*9%*	**	**	*5%*	*7%*	*17%* a	*9%*	**	*9%*	**
Fairly Dissatisfied	31	**	**	**	**	6	**	**	17	28	3	23	**	31	**
	9%	**	**	**	**	*7%*	**	**	*13%*	*10%*	*6%*	*8%*	** a	*9%*	**
Neither Satisfied Nor Dissatisfied	44	**	**	**	**	19	**	**	9	37	7	38	**	44	**
	13%	**	** h	**	**	*21%* h	**	**	*7%*	*13%*	*13%*	*13%*	**	*14%*	**
Fairly Satisfied	32	**	**	**	**	12	**	**	7	24	8	29	**	32	**
	10%	**	**	**	**	*13%*	**	**	*5%*	*9%*	*14%*	*10%*	**	*10%*	**
Very Satisfied	30	**	**	**	**	6	**	**	11	25	4	23	**	29	**
	9%	**	**	**	**	*7%*	**	**	*9%*	*9%*	*8%*	*8%*	** a	*9%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	147	**	**	**	**	33	**	**	66	128	19	140	**	143	**
	45%	**	**	**	**	*36%*	**	**	*53%* e	*47%*	*34%*	*47%* b	**	*44%*	**
Don't Know (DO NOT READ OUT)	17	**	**	**	**	6	**	**	9	12	4	16	**	17	**
	5%	**	**	**	**	*7%*	**	**	*7%*	*5%*	*8%*	*6%*	**	*5%*	**
NET: Satisfied	62	**	**	**	**	19	**	**	18	50	12	52	**	61	**
	19%	**	**	**	**	*20%*	**	**	*14%*	*18%*	*22%*	*17%*	** a	*19%*	**
NET: Dissatisfied	59	**	**	**	**	14	**	**	23	47	13	52	**	59	**
	18%	**	**	**	**	*16%*	**	**	*19%*	*17%*	*23%*	*17%*	**	*18%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	305	140	48	115	188	88	24	3	2	-	-	-	276	29	58	130	117
Weighted total	329	162	53	111	228	74	24	3	*	-	-	-	302	27	88	140	101
Very Dissatisfied	29	7	**	14	10	14	**	**	**	**	**	**	24	**	4	7	18
	9%	4%	**	13%	4%	19%	**	**	**	**	**	**	8%	**	4%	5%	18%
				a		ai											ab
Fairly Dissatisfied	31	19	**	11	17	10	**	**	**	**	**	**	28	**	13	4	14
	9%	12%	**	10%	8%	14%	**	**	**	**	**	**	9%	**	14%	3%	13%
		b		b											b		b
Neither Satisfied Nor Dissatisfied	44	22	**	17	26	6	**	**	**	**	**	**	32	**	7	19	18
	13%	14%	**	15%	11%	9%	**	**	**	**	**	**	11%	**	8%	14%	18%
Fairly Satisfied	32	17	**	10	23	8	**	**	**	**	**	**	31	**	8	16	9
	10%	10%	**	9%	10%	11%	**	**	**	**	**	**	10%	**	9%	11%	9%
Very Satisfied	30	12	**	7	24	6	**	**	**	**	**	**	30	**	6	17	6
	9%	7%	**	7%	10%	8%	**	**	**	**	**	**	10%	**	7%	12%	6%
			ac														
Have not Contacted / Not Applicable (DO NOT READ OUT)	147	74	**	45	114	26	**	**	**	**	**	**	140	**	46	68	33
	45%	46%	**	41%	50%	35%	**	**	**	**	**	**	46%	**	52%	49%	32%
					b										c	c	
Don't Know (DO NOT READ OUT)	17	11	**	6	13	4	**	**	**	**	**	**	17	**	5	9	4
	5%	7%	**	5%	6%	5%	**	**	**	**	**	**	6%	**	5%	6%	4%
NET: Satisfied	62	28	**	18	47	14	**	**	**	**	**	**	61	**	14	33	15
	19%	18%	**	16%	21%	19%	**	**	**	**	**	**	20%	**	16%	23%	15%
NET: Dissatisfied	59	26	**	26	27	24	**	**	**	**	**	**	52	**	16	11	32
	18%	16%	**	23%	12%	33%	**	**	**	**	**	**	17%	**	18%	8%	32%
						ai									b		b

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**305**	228	174	250	150	111	211	203	23	9	10	3	2	-	141	3	2	2	1	1	-	2
Weighted total	**329**	217	154	246	154	93	213	215	14	4	10	1	3	-	147	1	2	3	*	*	-	1
Very Dissatisfied	**29**	17	20	23	18	10	19	16	**	**	**	**	**	**	16	**	**	**	**	**	**	**
	9%	*8%*	*13%*	*9%*	*12%*	*10%*	*9%*	*7%*	**	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**31**	26	16	28	14	12	18	24	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	9%	*12%*	*11%*	*12%*	*9%*	*12%*	*8%*	*11%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**44**	26	26	32	34	15	26	28	**	**	**	**	**	**	32	**	**	**	**	**	**	**
	13%	*12%*	*17%*	*13%*	*22%*	*16%*	*12%*	*13%*	**	**	**	**	**	**	*22%*	**	**	**	**	**	**	**
					acf																	
Fairly Satisfied	**32**	20	14	23	18	7	21	22	**	**	**	**	**	**	18	**	**	**	**	**	**	**
	10%	*9%*	*9%*	*9%*	*12%*	*8%*	*10%*	*10%*	**	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
Very Satisfied	**30**	16	12	16	16	9	20	16	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	9%	*7%*	*8%*	*7%*	*10%*	*10%*	*10%*	*7%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**147**	103	64	113	48	39	96	99	**	**	**	**	**	**	47	**	**	**	**	**	**	**
	45%	*47%*	*42%*	*46%*	*31%*	*41%*	*45%*	*46%*	**	**	**	**	**	**	*32%*	**	**	**	**	**	**	**
		d		d			d															
Don't Know (DO NOT READ OUT)	**17**	10	3	10	6	2	13	10	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	5%	*5%*	*2%*	*4%*	*4%*	*2%*	*6%*	*5%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
							b															
NET: Satisfied	**62**	36	26	40	34	16	42	38	**	**	**	**	**	**	33	**	**	**	**	**	**	**
	19%	*16%*	*17%*	*16%*	*22%*	*17%*	*20%*	*18%*	**	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
NET: Dissatisfied	**59**	43	36	52	32	21	37	40	**	**	**	**	**	**	30	**	**	**	**	**	**	**
	18%	*20%*	*23%*	*21%*	*21%*	*23%*	*17%*	*19%*	**	**	**	**	**	**	*20%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	d	*e	a	*b	c	a	*b
Unweighted total	305	48	50	73	76	3	37	28	46	37	2	97	4	49	276	29
Weighted total	329	53	65	78	47	3	43	28	44	36	2	115	4	35	295	34
Very Dissatisfied	29	**	**	6	8	**	**	**	**	**	**	13	**	**	28	**
	9%	**	**	7%	16%	**	**	**	**	**	**	11%	**	**	10%	**
Fairly Dissatisfied	31	**	**	8	6	**	**	**	**	**	**	13	**	**	29	**
	9%	**	**	10%	12%	**	**	**	**	**	**	11%	**	**	10%	**
Neither Satisfied Nor Dissatisfied	44	**	**	11	7	**	**	**	**	**	**	24	**	**	36	**
	13%	**	**	14%	15%	**	**	**	**	**	**	21%	**	**	12%	**
Fairly Satisfied	32	**	**	7	2	**	**	**	**	**	**	14	**	**	29	**
	10%	**	**	9%	5%	**	**	**	**	**	**	12%	**	**	10%	**
			d													
Very Satisfied	30	**	**	8	4	**	**	**	**	**	**	5	**	**	30	**
	9%	**	**	10%	10%	**	**	**	**	**	**	4%	**	**	10%	**
														a		
Have not Contacted / Not Applicable (DO NOT READ OUT)	147	**	**	36	20	**	**	**	**	**	**	41	**	**	130	**
	45%	**	**	47%	42%	**	**	**	**	**	**	35%	**	**	44%	**
												c				
Don't Know (DO NOT READ OUT)	17	**	**	2	-	**	**	**	**	**	**	6	**	**	13	**
	5%	**	**	3%	-%	**	**	**	**	**	**	5%	**	**	4%	**
			d						ad							
NET: Satisfied	62	**	**	15	7	**	**	**	**	**	**	19	**	**	59	**
	19%	**	**	19%	14%	**	**	**	**	**	**	16%	**	**	20%	**
														a		
NET: Dissatisfied	59	**	**	14	13	**	**	**	**	**	**	26	**	**	57	**
	18%	**	**	18%	28%	**	**	**	**	**	**	22%	**	**	19%	**
					b											

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**305**	248	2	105	45	243	7	100	50	67	216	45	2
Weighted total	**329**	245	1	101	52	243	3	96	58	52	202	41	1
Very Dissatisfied	**29**	23	**	18	**	23	**	15	**	6	14	**	**
	9%	*9%*	**	*17%* b	**	*10%*	**	*16%* b	**	*11%* c	*7%*	**	**
Fairly Dissatisfied	**31**	28	**	7	**	28	**	7	**	13	19	**	**
	9%	*12%*	**	*7%*	**	*12%*	**	*8%*	**	*24%* b	*9%*	**	**
Neither Satisfied Nor Dissatisfied	**44**	32	**	23	**	32	**	22	**	3	24	**	**
	13%	*13%*	**	*23%*	**	*13%*	**	*22%*	**	*7%*	*12%*	** a	**
Fairly Satisfied	**32**	23	**	9	**	23	**	10	**	5	18	**	**
	10%	*9%*	**	*9%*	**	*9%*	**	*10%*	**	*10%*	*9%*	**	**
Very Satisfied	**30**	16	**	13	**	16	**	13	**	7	16	**	**
	9%	*7%*	**	*13%*	**	*7%*	**	*13%*	**	*13%*	*8%*	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**147**	113	**	28	**	111	**	26	**	15	101	**	**
	45%	*46%*	**	*28%*	**	*46%*	**	*28%*	**	*28%*	*50%* a	** a	**
Don't Know (DO NOT READ OUT)	**17**	10	**	2	**	10	**	2	**	4	10	**	**
	5%	*4%*	**	*2%*	**	*4%*	**	*2%*	**	*7%*	*5%*	**	**
NET: Satisfied	**62**	39	**	22	**	39	**	23	**	12	34	**	**
	19%	*16%*	**	*22%*	**	*16%*	**	*24%*	**	*22%*	*17%*	**	**
NET: Dissatisfied	**59**	52	**	25	**	51	**	23	**	18	33	**	**
	18%	*21%*	**	*25%*	**	*21%*	**	*24%*	**	*36%* bc	*16%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	305	55	148	33	-	106	98	52	2	227	172	128	209	166	6
Weighted total	329	42	130	24	-	109	101	60	*	217	154	127	202	153	5
Very Dissatisfied	29	7	15	**	**	11	11	1	**	17	19	18	16	14	**
	9%	16%	11%	**	**	10% c	11% c	1%	**	8%	12%	14%	8%	9%	**
Fairly Dissatisfied	31	7	13	**	**	13	8	6	**	26	16	11	24	16	**
	9%	17%	10%	**	**	12%	8%	11%	**	12%	11%	9%	12%	11%	**
Neither Satisfied Nor Dissatisfied	44	3	20	**	**	18	24	15	**	26	26	28	24	23	**
	13%	8%	16%	** ab	**	17%	24%	24%	**	12%	17%	22% a	12%	15%	**
Fairly Satisfied	32	2	14	**	**	12	17	12	**	20	14	17	19	12	**
	10%	4%	11%	**	**	11%	16%	20%	**	9%	9%	14%	9%	8%	**
Very Satisfied	30	6	9	**	**	16	8	4	**	16	12	16	14	11	**
	9%	14%	7%	**	**	14%	8%	7%	**	7%	8%	13%	7%	7%	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	147	15	58	**	**	32	32	22	**	103	64	32	98	71	**
	45%	35%	44%	**	**	30%	31%	36%	**	47% c	42% c	25%	48%	46%	**
Don't Know (DO NOT READ OUT)	17	2	*	**	**	6	2	*	**	10	3	4	6	6	**
	5%	5% b	*%	**	**	5%	2%	*%	**	5%	2%	3%	3%	4%	**
NET: Satisfied	62	8	23	**	**	28	25	16	**	36	26	33	34	23	**
	19%	18%	18%	**	**	26%	24%	27%	**	16%	17%	26% a	17%	15%	**
NET: Dissatisfied	59	14	28	**	**	25	19	7	**	43	35	29	39	30	**
	18%	33%	22%	**	**	23%	19%	12%	**	20%	23%	23%	20%	20%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**305**	86	72	70	30	30	205	175	22	4	9	3	285	254	286	259	301
Weighted total	**329**	82	73	64	37	34	202	164	17	3	7	4	301	261	303	264	321
Very Dissatisfied	**29**	8	7	9	**	**	16	13	**	**	**	**	26	22	26	25	29
	9%	*10%*	*9%*	*14%*	**	**	*8%*	*8%*	**	**	**	**	*9%*	*8%*	*9%*	*10%*	*9%*
				de													
Fairly Dissatisfied	**31**	9	11	7	**	**	17	14	**	**	**	**	29	26	29	24	31
	9%	*11%*	*16%*	*10%*	**	**	*9%*	*8%*	**	**	**	**	*10%*	*10%*	*10%*	*9%*	*10%*
Neither Satisfied Nor Dissatisfied	**44**	21	11	17	**	**	31	21	**	**	**	**	42	36	42	39	42
	13%	*26%*	*15%*	*26%*	**	**	*15%*	*13%*	**	**	**	**	*14%*	*14%*	*14%*	*15%*	*13%*
Fairly Satisfied	**32**	14	12	9	**	**	22	20	**	**	**	**	29	25	29	29	30
	10%	*17%*	*16%*	*14%*	**	**	*11%*	*12%*	**	**	**	**	*10%*	*10%*	*10%*	*11%*	*9%*
Very Satisfied	**30**	10	7	8	**	**	15	12	**	**	**	**	30	25	30	25	30
	9%	*12%*	*10%*	*13%*	**	**	*7%*	*7%*	**	**	**	**	*10%*	*9%*	*10%*	*10%*	*9%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**147**	18	24	12	**	**	95	79	**	**	**	**	130	113	132	106	143
	45%	*22%*	*33%*	*18%*	**	**	*47%*	*48%*	**	**	**	**	*43%*	*43%*	*44%*	*40%*	*45%*
			c														
Don't Know (DO NOT READ OUT)	**17**	2	-	2	**	**	6	6	**	**	**	**	15	15	15	15	17
	5%	*2%*	*-%*	*4%*	**	**	*3%*	*4%*	**	**	**	**	*5%*	*6%*	*5%*	*6%*	*5%*
NET: Satisfied	**62**	24	19	18	**	**	37	31	**	**	**	**	59	50	59	55	60
	19%	*29%*	*26%*	*27%*	**	**	*18%*	*19%*	**	**	**	**	*20%*	*19%*	*20%*	*21%*	*19%*
NET: Dissatisfied	**59**	17	18	16	**	**	33	27	**	**	**	**	55	48	55	50	59
	18%	*21%*	*25%*	*24%*	**	**	*16%*	*17%*	**	**	**	**	*18%*	*18%*	*18%*	*19%*	*18%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	*b	a	*b	*a	b	a	b	c
Unweighted total	**305**	198	288	89	7	187	40	305	-	73	4	21	67	61	184	60
Weighted total	**329**	198	308	79	3	202	47	329	-	76	8	28	63	59	207	63
Very Dissatisfied	**29**	15	26	10	**	9	**	29	**	5	**	**	5	9	15	5
	9%	*8%*	*9%*	*13%*	**	*5%*	** a	*9%*	**	*7%*	**	**	*9%*	*15%*	*7%*	*8%*
Fairly Dissatisfied	**31**	18	31	7	**	18	**	31	**	9	**	**	9	3	24	4
	9%	*9%*	*10%*	*9%*	**	*9%*	**	*9%*	**	*12%*	**	**	*14%*	*4%*	*12%*	*7%*
Neither Satisfied Nor Dissatisfied	**44**	28	43	11	**	21	**	44	**	16	**	**	16	14	24	6
	13%	*14%*	*14%*	*14%*	**	*10%*	**	*13%*	**	*21%*	**	**	*26%*	*24%* b	*11%*	*10%*
Fairly Satisfied	**32**	23	31	16	**	25	**	32	**	10	**	**	10	7	22	3
	10%	*12%*	*10%*	*20%* b	**	*12%* b	**	*10%*	**	*14%*	**	**	*15%*	*13%*	*10%*	*5%*
Very Satisfied	**30**	21	30	9	**	27	**	30	**	5	**	**	2	11	14	4
	9%	*11%*	*10%*	*12%*	**	*13%* b	**	*9%*	**	*6%*	**	**	*3%*	*19%* **bc**	*7%*	*7%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**147**	80	132	25	**	89	**	147	**	27	**	**	21	15	96	36
	45%	*40%*	*43%* c	*31%*	**	*44%*	**	*45%*	**	*35%*	**	**	*33%*	*25%*	*46%* a	*57%* a
Don't Know (DO NOT READ OUT)	**17**	13	15	*	**	13	**	17	**	4	**	**	*	*	13	4
	5%	*6%* c	*5%*	*1%*	**	*6%*	**	*5%*	**	*5%*	**	**	**%	**%	*6%*	*6%*
NET: Satisfied	**62**	45	61	26	**	52	**	62	**	15	**	**	12	19	36	7
	19%	*23%*	*20%*	*32%* b	**	*26%* b	**	*19%*	**	*20%*	**	**	*19%*	*32%* **bc**	*17%*	*11%*
NET: Dissatisfied	**59**	33	57	17	**	27	**	59	**	14	**	**	14	11	39	9
	18%	*17%*	*19%*	*22%*	**	*13%*	** a	*18%*	**	*18%*	**	**	*22%*	*19%*	*19%*	*15%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**305**	56	33	212	167	138
Weighted total	**329**	66	39	220	177	152
Very Dissatisfied	**29**	4	**	21	24	5
	9%	*6%*	**	*9%*	*13%* b	*3%*
Fairly Dissatisfied	**31**	8	**	18	19	12
	9%	*13%*	**	*8%*	*11%*	*8%*
Neither Satisfied Nor Dissatisfied	**44**	14	**	23	25	19
	13%	*21%* c	**	*11%*	*14%*	*12%*
Fairly Satisfied	**32**	9	**	21	15	17
	10%	*13%*	**	*10%*	*9%*	*11%*
Very Satisfied	**30**	8	**	17	11	18
	9%	*12%*	**	*8%*	*6%*	*12%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**147**	20	**	107	74	73
	45%	*31%*	**	*49%* a	*42%*	*48%*
Don't Know (DO NOT READ OUT)	**17**	4	**	13	8	8
	5%	*6%*	**	*6%*	*5%*	*6%*
NET: Satisfied	**62**	16	**	38	27	35
	19%	*25%*	**	*17%*	*15%*	*23%*
NET: Dissatisfied	**59**	12	**	38	43	16
	18%	*19%*	**	*17%*	*24%* b	*11%*

Columns Tested: a,b,c - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	*c	d	e	*f	*g	*h	i	*j	*k	*l
Unweighted total	305	32	28	25	42	32	13	22	19	34	23	23	12
Weighted total	329	27	38	28	49	39	17	18	15	31	31	17	18
Very Dissatisfied	29	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	31	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
						i							
Neither Satisfied Nor Dissatisfied	44	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
		i											
Fairly Satisfied	32	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Very Satisfied	30	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
						d							
Have not Contacted / Not Applicable (DO NOT READ OUT)	147	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
					ae								
Don't Know (DO NOT READ OUT)	17	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
						d							
NET: Satisfied	62	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
						d							
NET: Dissatisfied	59	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**305**	85	87	75	58
Weighted total	**329**	94	105	65	65
Very Dissatisfied	**29**	9	6	12	2
	9%	*10%*	*6%*	*18%*	*2%*
				bd	
Fairly Dissatisfied	**31**	14	11	5	1
	9%	*15%*	*11%*	*7%*	*1%*
		d	d		
Neither Satisfied Nor Dissatisfied	**44**	11	15	8	10
	13%	*12%*	*14%*	*12%*	*15%*
Fairly Satisfied	**32**	10	10	9	4
	10%	*10%*	*9%*	*13%*	*6%*
Very Satisfied	**30**	7	7	7	9
	9%	*7%*	*6%*	*11%*	*14%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**147**	40	50	23	33
	45%	*43%*	*48%*	*36%*	*51%*
Don't Know (DO NOT READ OUT)	**17**	2	6	2	7
	5%	*2%*	*6%*	*3%*	*10%*
					a
NET: Satisfied	**62**	16	16	16	13
	19%	*17%*	*15%*	*25%*	*20%*
NET: Dissatisfied	**59**	24	17	16	2
	18%	*25%*	*17%*	*25%*	*3%*
		d	d	d	

Columns Tested: a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	***e**	f	a	b	***c**	***d**	***e**
Unweighted total	**305**	199	71	21	14	-	106	72	60	22	13	27
Weighted total	**329**	316	9	2	2	-	13	117	78	22	9	7
Very Dissatisfied	**8**	8	*	**	**	**	*	2	-	**	**	**
	3%	*3%*	*1%*	**	**	**	*1%*	*2%*	*-%*	**	**	**
Fairly Dissatisfied	**10**	10	*	**	**	**	*	5	3	**	**	**
	3%	*3%*	*1%*	**	**	**	*1%*	*4%*	*4%*	**	**	**
Neither Satisfied Nor Dissatisfied	**21**	19	1	**	**	**	2	10	9	**	**	**
	6%	*6%*	*9%*	**	**	**	*16%* a	*8%*	*12%*	**	**	**
Fairly Satisfied	**66**	63	2	**	**	**	3	24	8	**	**	**
	20%	*20%*	*26%*	**	**	**	*22%*	*21%*	*10%*	**	**	**
Very Satisfied	**76**	73	2	**	**	**	3	18	22	**	**	**
	23%	*23%*	*22%*	**	**	**	*24%*	*16%*	*28%*	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**130**	126	3	**	**	**	4	50	32	**	**	**
	40%	*40%*	*32%*	**	**	**	*31%*	*43%*	*41%*	**	**	**
Don't Know (DO NOT READ OUT)	**17**	16	1	**	**	**	1	8	4	**	**	**
	5%	*5%*	*9%*	**	**	**	*6%*	*7%*	*5%*	**	**	**
NET: Satisfied	**142**	136	4	**	**	**	6	43	29	**	**	**
	43%	*43%*	*48%*	**	**	**	*46%*	*36%*	*38%*	**	**	**
NET: Dissatisfied	**19**	18	*	**	**	**	*	7	3	**	**	**
	6%	*6%*	*2%*	**	**	**	*2%*	*6%*	*4%*	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	*l	*m
Unweighted total	305	22	14	45	6	27	45	22	22	18	221	37	28	19
Weighted total	329	31	24	55	8	38	60	29	30	20	296	16	11	6
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	8	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Fairly Dissatisfied	10	**	**	**	**	**	**	**	**	**	8	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Neither Satisfied Nor Dissatisfied	21	**	**	**	**	**	**	**	**	**	19	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
Fairly Satisfied	66	**	**	**	**	**	**	**	**	**	57	**	**	**
	20%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**
Very Satisfied	76	**	**	**	**	**	**	**	**	**	64	**	**	**
	23%	**	**	**	**	**	**	**	**	**	*22%*	**	**	**
												j		
Have not Contacted / Not Applicable (DO NOT READ OUT)	130	**	**	**	**	**	**	**	**	**	123	**	**	**
	40%	**	**	**	**	**	**	**	**	**	*42%*	**	**	**
				k							k			
Don't Know (DO NOT READ OUT)	17	**	**	**	**	**	**	**	**	**	17	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
NET: Satisfied	142	**	**	**	**	**	**	**	**	**	122	**	**	**
	43%	**	**	**	**	**	**	**	**	**	*41%*	**	**	**
												cfj		
NET: Dissatisfied	19	**	**	**	**	**	**	**	**	**	16	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	*m
Unweighted total	305	30	9	44	5	24	46	16	24	20	218	38	30	19
Weighted total	329	43	15	51	8	33	65	24	34	20	294	18	11	6
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	8	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Fairly Dissatisfied	10	**	**	**	**	**	**	**	**	**	8	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
													fj	
Neither Satisfied Nor Dissatisfied	21	**	**	**	**	**	**	**	**	**	19	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
Fairly Satisfied	66	**	**	**	**	**	**	**	**	**	55	**	**	**
	20%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**
												aj		
Very Satisfied	76	**	**	**	**	**	**	**	**	**	64	**	**	**
	23%	**	**	**	**	**	**	**	**	**	*22%*	**	**	**
												cf		
Have not Contacted / Not Applicable (DO NOT READ OUT)	130	**	**	**	**	**	**	**	**	**	123	**	**	**
	40%	**	**	**	**	**	**	**	**	**	*42%*	**	**	**
				kl			kl				kl			
Don't Know (DO NOT READ OUT)	17	**	**	**	**	**	**	**	**	**	17	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
NET: Satisfied	142	**	**	**	**	**	**	**	**	**	120	**	**	**
	43%	**	**	**	**	**	**	**	**	**	*41%*	**	**	**
												acfj		
NET: Dissatisfied	19	**	**	**	**	**	**	**	**	**	16	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
													cjk	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	305	2	42	4	24	76	13	19	122	231	74	272	33	301	4
Weighted total	329	1	52	5	20	91	15	18	125	274	55	298	31	324	5
Very Dissatisfied	8	**	**	**	**	2	**	**	4	5	4	8	**	8	**
	3%	**	**	**	**	*2%*	**	**	*3%*	*2%*	*7%* a	*3%*	**	*3%*	**
Fairly Dissatisfied	10	**	**	**	**	2	**	**	2	10	1	10	**	10	**
	3%	**	**	**	**	*2%*	**	**	*2%*	*3%*	*1%*	*3%*	**	*3%*	**
Neither Satisfied Nor Dissatisfied	21	**	**	**	**	10	**	**	8	19	1	16	**	21	**
	6%	**	**	**	**	*11%*	**	**	*7%*	*7%*	*3%*	*6%*	** a	*6%*	**
Fairly Satisfied	66	**	**	**	**	21	**	**	20	49	17	61	**	64	**
	20%	**	**	**	**	*23%*	**	**	*16%*	*18%*	*31%* a	*21%*	**	*20%*	**
Very Satisfied	76	**	**	**	**	21	**	**	23	63	13	61	**	75	**
	23%	**	**	**	**	*23%*	**	**	*18%*	*23%*	*24%*	*21%*	** a	*23%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	130	**	**	**	**	28	**	**	60	116	14	124	**	128	**
	40%	**	**	**	**	*30%*	**	**	*48%* e	*42%* b	*26%*	*42%* b	**	*40%*	**
Don't Know (DO NOT READ OUT)	17	**	**	**	**	8	**	**	7	12	5	17	**	17	**
	5%	**	**	**	**	*9%*	**	**	*6%*	*4%*	*9%*	*6%*	**	*5%*	**
NET: Satisfied	142	**	**	**	**	42	**	**	42	112	30	122	**	139	**
	43%	**	**	**	**	*46%*	**	**	*34%*	*41%*	*55%* a	*41%*	** a	*43%*	**
NET: Dissatisfied	19	**	**	**	**	4	**	**	6	14	4	18	**	19	**
	6%	**	**	**	**	*4%*	**	**	*5%*	*5%*	*8%*	*6%*	**	*6%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	305	140	48	115	188	88	24	3	2	-	-	-	276	29	58	130	117
Weighted total	329	162	53	111	228	74	24	3	*	-	-	-	302	27	88	140	101
Very Dissatisfied	8	5	**	-	5	4	**	**	**	**	**	**	8	**	2	2	4
	3%	3%	**	-%	2%	5%	**	**	**	**	**	**	3%	**	3%	2%	4%
			c														
Fairly Dissatisfied	10	2	**	8	3	4	**	**	**	**	**	**	8	**	2	2	7
	3%	1%	**	7%	1%	6%	**	**	**	**	**	**	3%	**	2%	1%	7%
				a		a											b
Neither Satisfied Nor Dissatisfied	21	10	**	8	13	4	**	**	**	**	**	**	17	**	10	3	8
	6%	6%	**	7%	6%	6%	**	**	**	**	**	**	6%	**	12%	2%	8%
															b		b
Fairly Satisfied	66	39	**	21	41	19	**	**	**	**	**	**	60	**	17	25	25
	20%	24%	**	19%	18%	26%	**	**	**	**	**	**	20%	**	19%	18%	24%
		b															
Very Satisfied	76	29	**	28	52	17	**	**	**	**	**	**	69	**	14	39	24
	23%	18%	**	25%	23%	23%	**	**	**	**	**	**	23%	**	15%	28%	24%
			a														
Have not Contacted / Not Applicable (DO NOT READ OUT)	130	69	**	41	102	21	**	**	**	**	**	**	123	**	40	62	28
	40%	42%	**	37%	45%	29%	**	**	**	**	**	**	41%	**	46%	44%	28%
					b								b		c	c	
Don't Know (DO NOT READ OUT)	17	9	**	6	12	4	**	**	**	**	**	**	15	**	3	9	6
	5%	5%	**	5%	5%	5%	**	**	**	**	**	**	5%	**	3%	6%	5%
NET: Satisfied	142	68	**	49	93	36	**	**	**	**	**	**	130	**	30	63	48
	43%	42%	**	44%	41%	49%	**	**	**	**	**	**	43%	**	35%	45%	48%
NET: Dissatisfied	19	6	**	8	8	8	**	**	**	**	**	**	16	**	4	4	11
	6%	4%	**	7%	4%	11%	**	**	**	**	**	**	5%	**	5%	3%	10%
						a											b

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**305**	228	174	250	150	111	211	203	23	9	10	3	2	-	141	3	2	2	1	1	-	2
Weighted total	**329**	217	154	246	154	93	213	215	14	4	10	1	3	-	147	1	2	3	*	*	-	1
Very Dissatisfied	**8**	4	2	6	2	5	3	6	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	*2%*	*1%*	*2%*	*1%*	*5%* f	*1%*	*3%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**10**	8	8	10	7	3	10	10	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	3%	*4%*	*5%*	*4%*	*5%*	*3%*	*5%*	*4%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**21**	14	11	17	9	9	8	14	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	6%	*6%*	*7%*	*7%*	*6%*	*9%* f	*4%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
Fairly Satisfied	**66**	40	34	48	41	19	44	39	**	**	**	**	**	**	40	**	**	**	**	**	**	**
	20%	*19%*	*22%*	*19%*	*27%*	*20%*	*21%*	*18%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
Very Satisfied	**76**	49	40	54	44	22	53	48	**	**	**	**	**	**	39	**	**	**	**	**	**	**
	23%	*23%*	*26%*	*22%*	*28%*	*23%*	*25%*	*22%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**130**	90	55	98	43	30	82	87	**	**	**	**	**	**	42	**	**	**	**	**	**	**
	40%	*41%* d	*36%*	*40%* d	*28%*	*33%*	*38%* d	*40%*	**	**	**	**	**	**	*28%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**17**	12	4	13	8	6	13	13	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	5%	*6%*	*3%*	*5%*	*5%*	*7%*	*6%*	*6%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
NET: Satisfied	**142**	90	74	102	85	40	98	86	**	**	**	**	**	**	79	**	**	**	**	**	**	**
	43%	*41%*	*48%*	*42%*	*55%* ac	*44%*	*46%*	*40%*	**	**	**	**	**	**	*54%*	**	**	**	**	**	**	**
NET: Dissatisfied	**19**	12	10	16	9	7	13	15	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	6%	*5%*	*7%*	*7%*	*6%*	*8%*	*6%*	*7%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	d	*e	a	*b	c	a	*b
Unweighted total	305	48	50	73	76	3	37	28	46	37	2	97	4	49	276	29
Weighted total	329	53	65	78	47	3	43	28	44	36	2	115	4	35	295	34
Very Dissatisfied	8	**	**	2	*	**	**	**	**	**	**	2	**	**	8	**
	3%	**	**	3%	*%	**	**	**	**	**	**	2%	**	**	3%	**
			d													
Fairly Dissatisfied	10	**	**	1	5	**	**	**	**	**	**	5	**	**	10	**
	3%	**	**	1%	11%	**	**	**	**	**	**	4%	**	**	3%	**
					bc		c									
Neither Satisfied Nor Dissatisfied	21	**	**	2	5	**	**	**	**	**	**	6	**	**	21	**
	6%	**	**	3%	11%	**	**	**	**	**	**	5%	**	**	7%	**
		c							d							
Fairly Satisfied	66	**	**	20	10	**	**	**	**	**	**	31	**	**	59	**
	20%	**	**	26%	21%	**	**	**	**	**	**	27%	**	**	20%	**
				b			c									
Very Satisfied	76	**	**	15	12	**	**	**	**	**	**	27	**	**	68	**
	23%	**	**	19%	25%	**	**	**	**	**	**	23%	**	**	23%	**
														a		
Have not Contacted / Not Applicable (DO NOT READ OUT)	130	**	**	34	13	**	**	**	**	**	**	36	**	**	115	**
	40%	**	**	44%	28%	**	**	**	**	**	**	31%	**	**	39%	**
				d								c				
Don't Know (DO NOT READ OUT)	17	**	**	3	2	**	**	**	**	**	**	8	**	**	13	**
	5%	**	**	3%	5%	**	**	**	**	**	**	7%	**	**	5%	**
									a							
NET: Satisfied	142	**	**	35	21	**	**	**	**	**	**	58	**	**	127	**
	43%	**	**	45%	46%	**	**	**	**	**	**	51%	**	**	43%	**
														a		
NET: Dissatisfied	19	**	**	3	5	**	**	**	**	**	**	7	**	**	19	**
	6%	**	**	4%	11%	**	**	**	**	**	**	6%	**	**	6%	**
							c									

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	305	248	2	105	45	243	7	100	50	67	216	45	2
Weighted total	329	245	1	101	52	243	3	96	58	52	202	41	1
Very Dissatisfied	8	6	**	2	**	6	**	-	**	2	2	**	**
	3%	2%	**	2%	**	2%	**	-%	**	4%	1%	**	**
Fairly Dissatisfied	10	10	**	7	**	10	**	7	**	6	6	**	**
	3%	4%	**	7%	**	4%	**	7%	**	12% b	3%	**	**
Neither Satisfied Nor Dissatisfied	21	17	**	9	**	17	**	9	**	5	11	**	**
	6%	7%	**	9%	**	7%	**	9% b	**	10%	5%	** b	**
Fairly Satisfied	66	47	**	24	**	47	**	24	**	7	38	**	**
	20%	19%	**	24%	**	19%	**	25%	**	14%	19%	**	**
Very Satisfied	76	54	**	31	**	54	**	30	**	14	45	**	**
	23%	22%	**	30%	**	22%	**	32%	**	27%	22%	**	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	130	98	**	25	**	96	**	23	**	11	88	**	**
	40%	40%	**	25%	**	39%	**	24%	**	22%	44% a	** a	**
Don't Know (DO NOT READ OUT)	17	13	**	4	**	13	**	2	**	6	12	**	**
	5%	5%	**	4%	**	5%	**	2%	**	11% c	6%	**	**
NET: Satisfied	142	102	**	54	**	102	**	55	**	21	83	**	**
	43%	41%	**	54%	**	42%	**	57%	**	41%	41%	**	**
NET: Dissatisfied	19	16	**	9	**	16	**	7	**	8	8	**	**
	6%	7%	**	8%	**	7%	**	7%	**	16% b	4%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**305**	55	148	33	-	106	98	52	2	227	172	128	209	166	6
Weighted total	**329**	42	130	24	-	109	101	60	*	217	154	127	202	153	5
Very Dissatisfied	**8**	2	*	**	**	2	-	-	**	4	2	2	4	2	**
	3%	*5%* b	**%*	**	**	*2%*	*-%*	*-%*	**	*2%*	*1%*	*2%*	*2%*	*1%*	**
Fairly Dissatisfied	**10**	4	8	**	**	5	7	2	**	8	8	7	7	8	**
	3%	*11%*	*6%*	**	**	*5%*	*7%*	*3%*	**	*4%*	*5%*	*6%*	*4%*	*5%*	**
Neither Satisfied Nor Dissatisfied	**21**	4	8	**	**	6	7	5	**	14	10	9	16	10	**
	6%	*10%*	*6%*	**	**	*5%*	*7%*	*9%*	**	*6%*	*7%*	*7%*	*8%*	*7%*	**
Fairly Satisfied	**66**	7	31	**	**	26	28	14	**	40	34	33	33	32	**
	20%	*17%*	*24%*	**	**	*24%*	*28%*	*24%*	**	*18%*	*22%*	*26%*	*17%*	*21%*	**
Very Satisfied	**76**	10	31	**	**	33	27	16	**	49	40	39	42	35	**
	23%	*24%*	*24%*	**	**	*30%*	*27%*	*26%*	**	*23%*	*26%*	*31%*	*21%*	*23%*	**
Have not Contacted / Not Applicable (DO NOT READ OUT)	**130**	12	51	**	**	29	28	21	**	90	55	30	91	58	**
	40%	*28%*	*39%*	**	**	*27%*	*28%*	*36%*	**	*41%* c	*36%* c	*23%*	*45%*	*38%*	**
Don't Know (DO NOT READ OUT)	**17**	2	2	**	**	8	4	2	**	12	4	6	9	8	**
	5%	*5%*	*2%*	**	**	*7%*	*4%*	*3%*	**	*6%*	*3%*	*5%*	*4%*	*5%*	**
NET: Satisfied	**142**	17	62	**	**	59	55	30	**	89	74	73	75	67	**
	43%	*41%*	*47%*	**	**	*54%*	*54%*	*50%*	**	*41%*	*48%*	*57%* a	*37%*	*44%*	**
NET: Dissatisfied	**19**	6	8	**	**	7	7	2	**	12	10	9	11	10	**
	6%	*15%* b	*6%*	**	**	*6%*	*7%*	*3%*	**	*5%*	*7%*	*7%*	*6%*	*7%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**305**	86	72	70	30	30	205	175	22	4	9	3	285	254	286	259	301
Weighted total	**329**	82	73	64	37	34	202	164	17	3	7	4	301	261	303	264	321
Very Dissatisfied	**8**	-	-	2	**	**	*	2	**	**	**	**	8	7	8	4	8
	3%	*-%*	*-%*	*3%*	**	**	**%*	*1%*	**	**	**	**	*3%*	*3%*	*3%*	*1%*	*3%*
Fairly Dissatisfied	**10**	4	5	5	**	**	5	6	**	**	**	**	10	8	10	10	10
	3%	*5%*	*7%*	*8%*	**	**	*3%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*4%*	*3%*
Neither Satisfied Nor Dissatisfied	**21**	6	6	6	**	**	15	9	**	**	**	**	19	17	19	19	21
	6%	*8%*	*9%*	*9%*	**	**	*7%*	*6%*	**	**	**	**	*6%*	*6%*	*6%*	*7%*	*7%*
Fairly Satisfied	**66**	22	18	15	**	**	35	33	**	**	**	**	63	54	63	53	62
	20%	*27%*	*25%*	*24%*	**	**	*17%*	*20%*	**	**	**	**	*21%*	*21%*	*21%*	*20%*	*19%*
Very Satisfied	**76**	28	22	21	**	**	48	40	**	**	**	**	72	63	72	67	76
	23%	*35%*	*30%*	*33%*	**	**	*24%*	*24%*	**	**	**	**	*24%*	*24%*	*24%*	*25%*	*24%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**130**	17	21	11	**	**	90	66	**	**	**	**	113	98	115	97	126
	40%	*21%*	*29%*	*17%*	**	**	*45%*	*40%*	**	**	**	**	*38%*	*37%*	*38%*	*37%*	*39%*
Don't Know (DO NOT READ OUT)	**17**	4	-	4	**	**	8	8	**	**	**	**	15	15	15	15	17
	5%	*4%*	*-%*	*7%*	**	**	*4%*	*5%*	**	**	**	**	*5%*	*6%*	*5%*	*6%*	*5%*
				b		b											
NET: Satisfied	**142**	51	40	37	**	**	83	73	**	**	**	**	135	117	135	119	138
	43%	*62%*	*55%*	*57%*	**	**	*41%*	*45%*	**	**	**	**	*45%*	*45%*	*44%*	*45%*	*43%*
NET: Dissatisfied	**19**	4	5	7	**	**	5	8	**	**	**	**	19	15	19	14	19
	6%	*5%*	*7%*	*11%*	**	**	*3%*	*5%*	**	**	**	**	*6%*	*6%*	*6%*	*5%*	*6%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	*b	a	*b	*a	b	a	b	c
Unweighted total	**305**	198	288	89	7	187	40	305	-	73	4	21	67	61	184	60
Weighted total	**329**	198	308	79	3	202	47	329	-	76	8	28	63	59	207	63
Very Dissatisfied	**8**	5	8	2	**	2	**	8	**	2	**	**	2	-	5	4
	3%	*2%*	*3%*	*3%*	**	*1%*	**	*3%*	**	*3%*	**	**	*3%*	*-%*	*2%*	*6%*
Fairly Dissatisfied	**10**	7	10	2	**	6	**	10	**	1	**	**	1	1	9	*
	3%	*3%*	*3%*	*3%*	**	*3%*	**	*3%*	**	*1%*	**	**	*1%*	*1%*	*4%*	*1%*
Neither Satisfied Nor Dissatisfied	**21**	14	21	5	**	11	**	21	**	5	**	**	5	6	12	3
	6%	*7%*	*7%*	*7%*	**	*5%*	**	*6%*	**	*7%*	**	**	*9%*	*11%*	*6%*	*5%*
Fairly Satisfied	**66**	33	65	16	**	33	**	66	**	24	**	**	26	16	39	11
	20%	*17%*	*21%*	*20%*	**	*16%*	**	*20%*	**	*32%*	**	**	*41%*	*27%*	*19%*	*18%*
Very Satisfied	**76**	50	73	29	**	56	**	76	**	14	**	**	9	22	43	10
	23%	*25%*	*24%*	*37%*	**	*28%*	**	*23%*	**	*19%*	**	**	*14%*	*37%*	*21%*	*16%*
				ab										**bc**		
Have not Contacted / Not Applicable (DO NOT READ OUT)	**130**	74	115	22	**	81	**	130	**	24	**	**	19	12	88	30
	40%	*38%*	*37%*	*28%*	**	*40%*	**	*40%*	**	*32%*	**	**	*30%*	*20%*	*43%*	*48%*
															a	a
Don't Know (DO NOT READ OUT)	**17**	15	15	2	**	13	**	17	**	6	**	**	2	2	11	4
	5%	*8%*	*5%*	*3%*	**	*6%*	**	*5%*	**	*7%*	**	**	*3%*	*3%*	*5%*	*6%*
NET: Satisfied	**142**	83	138	45	**	90	**	142	**	38	**	**	35	38	82	21
	43%	*42%*	*45%*	*57%*	**	*44%*	**	*43%*	**	*50%*	**	**	*55%*	*65%*	*40%*	*34%*
				ab										**bc**		
NET: Dissatisfied	**19**	12	19	4	**	8	**	19	**	3	**	**	3	1	14	4
	6%	*6%*	*6%*	*6%*	**	*4%*	**	*6%*	**	*3%*	**	**	*4%*	*1%*	*7%*	*7%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**305**	56	33	212	167	138
Weighted total	**329**	66	39	220	177	152
Very Dissatisfied	**8**	-	**	7	8	-
	3%	*-%*	**	*3%*	*5%* b	*-%*
Fairly Dissatisfied	**10**	2	**	6	7	3
	3%	*3%*	**	*3%*	*4%*	*2%*
Neither Satisfied Nor Dissatisfied	**21**	5	**	10	11	10
	6%	*8%*	** c	*4%*	*6%*	*7%*
Fairly Satisfied	**66**	17	**	44	40	26
	20%	*26%*	**	*20%*	*23%*	*17%*
Very Satisfied	**76**	22	**	44	38	38
	23%	*34%* c	**	*20%*	*21%*	*25%*
Have not Contacted / Not Applicable (DO NOT READ OUT)	**130**	15	**	97	63	67
	40%	*23%*	**	*44%* a	*36%*	*44%*
Don't Know (DO NOT READ OUT)	**17**	4	**	13	9	8
	5%	*6%*	**	*6%*	*5%*	*5%*
NET: Satisfied	**142**	39	**	88	78	64
	43%	*59%* c	**	*40%*	*44%*	*42%*
NET: Dissatisfied	**19**	2	**	12	16	3
	6%	*3%*	**	*6%*	*9%* b	*2%*

Columns Tested: a,b,c - a,b

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	*c	d	e	*f	*g	*h	i	*j	*k	*l
Unweighted total	305	32	28	25	42	32	13	22	19	34	23	23	12
Weighted total	329	27	38	28	49	39	17	18	15	31	31	17	18
Very Dissatisfied	8	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Dissatisfied	10	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	21	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly Satisfied	66	**	**	**	**	**	**	**	**	**	**	**	**
	20%	**	**	**	**	**	**	**	**	**	**	**	**
		de											
Very Satisfied	76	**	**	**	**	**	**	**	**	**	**	**	**
	23%	**	**	**	**	**	**	**	**	**	**	**	**
						d				d			
Have not Contacted / Not Applicable (DO NOT READ OUT)	130	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**
					aei								
Don't Know (DO NOT READ OUT)	17	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
		d				d							
NET: Satisfied	142	**	**	**	**	**	**	**	**	**	**	**	**
	43%	**	**	**	**	**	**	**	**	**	**	**	**
		d				d				d			
NET: Dissatisfied	19	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-5,9, 11-12)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**305**	85	87	75	58
Weighted total	**329**	94	105	65	65
Very Dissatisfied	**8**	3	2	4	*
	3%	*3%*	*2%*	*6%*	**%*
Fairly Dissatisfied	**10**	2	4	4	*
	3%	*2%*	*4%*	*5%*	*1%*
Neither Satisfied Nor Dissatisfied	**21**	5	7	3	6
	6%	*5%*	*7%*	*4%*	*10%*
Fairly Satisfied	**66**	25	19	15	7
	20%	*26%*	*18%*	*23%*	*11%*
		d			
Very Satisfied	**76**	22	16	21	16
	23%	*24%*	*16%*	*33%*	*25%*
				b	
Have not Contacted / Not Applicable (DO NOT READ OUT)	**130**	35	50	14	31
	40%	*38%*	*48%*	*21%*	*47%*
		c	c		c
Don't Know (DO NOT READ OUT)	**17**	3	6	4	4
	5%	*3%*	*6%*	*7%*	*7%*
NET: Satisfied	**142**	47	36	36	23
	43%	*50%*	*34%*	*56%*	*35%*
		b		**bd**	
NET: Dissatisfied	**19**	5	6	7	1
	6%	*5%*	*6%*	*11%*	*1%*
				d	

Columns Tested: a,b,c,d

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**1914**	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	**1903**	1825	50	16	12	-	77	607	427	109	41	55
Very low	**8**	8	-	*	-	**	*	2	3	-	-	*
	***%**	*%	-%	*1%* b	-%	**	*%	*%	*1%*	-%	-%	*%
Quite low	**33**	32	1	*	*	**	1	14	10	-	4	2
	2%	*2%*	*1%*	*1%*	*1%*	**	*1%*	*2%*	*2%*	-%	*9%* **abc**	*4%* c
Neither low nor high	**225**	217	5	2	1	**	8	59	49	26	4	8
	12%	*12%*	*10%*	*12%*	*10%*	**	*10%*	*10%*	*11%*	*24%* **abde**	*10%*	*14%*
Quite high	**876**	840	22	8	6	**	36	279	222	54	19	22
	46%	*46%*	*45%*	*48%*	*48%*	**	*46%*	*46%*	*52%* e	*49%*	*46%*	*40%*
Very high	**756**	724	21	6	5	**	32	253	143	29	14	23
	40%	*40%*	*43%*	*37%*	*41%*	**	*42%*	*42%* **bc**	*33%*	*26%*	*35%*	*41%* c
Don't Know (DO NOT READ OUT)	**4**	4	*	-	-	**	*	-	*	*	-	-
	***%**	*%	*%	-%	-%	**	*%	-%	*%	*%	-%	-%
NET: High	**1632**	1564	44	14	10	**	68	531	365	83	33	45
	86%	*86%*	*88%*	*86%*	*89%*	**	*88%*	*88%* c	*85%* c	*76%*	*81%*	*81%*
NET: Low	**41**	40	1	*	*	**	1	16	13	-	4	2
	2%	*2%*	*1%*	*2%*	*1%*	**	*2%*	*3%*	*3%*	-%	*9%* **ac**	*4%* c

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very low	**8**	-	-	2	2	-	2	-	-	*	6	*	1	-
	***%**	-%	-%	*1%*	*2%*	-%	*1%*	-%	-%	*%*	*%*	*1%*	*1%*	-%
					jm									
Quite low	**33**	-	4	10	2	-	8	*	4	4	32	1	1	*
	2%	-%	*3%*	*3%*	*3%*	-%	*3%*	*%*	*3%*	*3%*	*2%*	*1%*	*1%*	*%*
			m	m	m		m		m	m	m			
Neither low nor high	**225**	11	7	49	8	20	46	27	20	9	198	8	13	7
	12%	*6%*	*5%*	*15%*	*11%*	*13%*	*16%*	*14%*	*14%*	*6%*	*12%*	*9%*	*14%*	*7%*
				abim			**abikm**	**abim**	**bm**		**bm**		**abim**	
Quite high	**876**	82	68	182	39	74	116	86	62	56	765	36	35	39
	46%	*49%*	*47%*	*55%*	*51%*	*48%*	*40%*	*45%*	*43%*	*40%*	*47%*	*41%*	*39%*	*43%*
				fhijklm							**fl**			
Very high	**756**	74	64	81	25	60	120	76	57	71	628	43	40	45
	40%	*44%*	*45%*	*25%*	*33%*	*39%*	*41%*	*40%*	*40%*	*51%*	*38%*	*48%*	*44%*	*50%*
		c	c			c	c	c	c	**cdj**	c	**cdj**	c	**cdj**
Don't Know (DO NOT READ OUT)	**4**	-	-	4	-	-	-	-	-	-	4	*	*	-
	%	-%	-%	*1%*	-%	-%	-%	-%	-%	-%	*%*	*%*	*%*	-%
				j										
NET: High	**1632**	156	132	263	63	134	236	162	119	128	1393	79	75	84
	86%	*94%*	*92%*	*80%*	*84%*	*87%*	*81%*	*85%*	*83%*	*91%*	*85%*	*89%*	*84%*	*93%*
		cdfghjl	**cf**							**cf**	c	**cf**		**cdfghjl**
NET: Low	**41**	-	4	12	4	-	10	*	4	4	38	1	2	*
	2%	-%	*3%*	*4%*	*5%*	-%	*3%*	*%*	*3%*	*3%*	*2%*	*1%*	*2%*	*%*
			m	**aegm**	**aegkm**		**aegm**		m	m	m		m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very low	**8**	-	-	2	**	-	2	-	-	*	6	*	1	-
	***%**	-%	-%	*1%*	**	-%	*1%*	-%	-%	*%	*%	*1%*	*1%*	-%
					jm									
Quite low	**33**	2	2	12	**	-	6	*	4	4	32	1	1	*
	2%	*1%*	*2%*	*4%*	**	-%	*2%*	*%	*3%*	*2%*	*2%*	*1%*	*1%*	*%
				egklm	**egm**				m	m	m			
Neither low nor high	**225**	13	5	42	**	18	57	24	20	9	195	10	13	7
	12%	*6%*	*4%*	*14%*	**	*14%*	*18%*	*15%*	*13%*	*6%*	*12%*	*11%*	*13%*	*7%*
				abim		**bim**	**abijkm**	**abim**	**bi**		**bim**		**abim**	
Quite high	**876**	96	58	167	**	55	136	73	68	68	758	41	38	39
	46%	*49%*	*50%*	*55%*	**	*42%*	*42%*	*45%*	*46%*	*41%*	*47%*	*43%*	*39%*	*43%*
				efijklm	l						l			
Very high	**756**	86	51	78	**	59	125	66	58	84	624	43	44	45
	40%	*44%*	*44%*	*26%*	**	*44%*	*38%*	*40%*	*39%*	*51%*	*39%*	*45%*	*45%*	*50%*
		cd	**cd**			**cd**	c	c	c	**cdfj**	c	**cd**	**cdj**	**cdfhj**
Don't Know (DO NOT READ OUT)	**4**	-	-	4	**	-	-	-	-	-	4	*	*	-
	%	-%	-%	*1%*	**	-%	-%	-%	-%	-%	*%	*%	*%	-%
				j										
NET: High	**1632**	182	109	245	**	114	261	140	126	152	1383	84	81	84
	86%	*93%*	*94%*	*80%*	**	*86%*	*80%*	*85%*	*84%*	*92%*	*85%*	*88%*	*85%*	*93%*
		cdfhjl	**cdfhjl**							**cdfjl**	f	**cf**		**cdfghjl**
NET: Low	**41**	2	2	14	**	-	8	*	4	4	38	1	2	*
	2%	*1%*	*2%*	*5%*	**	-%	*2%*	*%	*3%*	*2%*	*2%*	*1%*	*2%*	*%
				egkm	**aegkm**		m		m	m	m		m	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very low	8	**	4	**	-	*	-	1	3	7	1	8	-	8	-
	*%	**	2%	**	-%	*%	-%	1%	*%	*%	*%	*%	-%	*%	-%
			eh												
Quite low	33	**	6	**	3	11	-	*	14	32	1	33	*	33	-
	2%	**	3%	**	2%	2%	-%	*%	2%	2%	*%	2%	*%	2%	-%
										b		b			
Neither low nor high	225	**	24	**	28	69	10	5	80	187	38	193	32	214	11
	12%	**	13%	**	18%	13%	13%	6%	10%	12%	10%	11%	18%	12%	11%
					agh								a		
Quite high	876	**	74	**	68	245	32	45	373	724	152	801	75	837	39
	46%	**	40%	**	45%	45%	42%	55%	48%	47%	41%	46%	43%	47%	37%
								b		b					
Very high	756	**	76	**	53	217	34	31	305	573	183	691	66	701	55
	40%	**	41%	**	35%	40%	45%	38%	39%	38%	49%	40%	38%	39%	53%
		bcdegh									a				a
Don't Know (DO NOT READ OUT)	4	**	-	**	-	2	-	-	2	4	*	4	-	4	-
	*%	**	-%	**	-%	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%
NET: High	1632	**	149	**	121	462	67	76	678	1297	335	1492	141	1538	94
	86%	**	81%	**	80%	85%	87%	93%	87%	85%	89%	86%	81%	86%	89%
		bd						bd	bd		a				
NET: Low	41	**	10	**	3	11	-	1	17	39	2	41	*	41	-
	2%	**	6%	**	2%	2%	-%	1%	2%	3%	1%	2%	*%	2%	-%
			efh							b		b			

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very low	8	1	2	5	3	5	*	**	**	**	**	**	8	*	2	1	5
	*%	*%	1%	1%	*%	1%	*%	**	**	**	**	**	*%	*%	*%	*%	1%
			a	a		ai											b
Quite low	33	15	2	14	21	12	*	**	**	**	**	**	33	*	9	12	12
	2%	1%	1%	3%	1%	4%	*%	**	**	**	**	**	2%	*%	1%	2%	3%
				ab		ai											ab
Neither low nor high	225	143	30	49	177	40	6	**	**	**	**	**	217	8	80	97	48
	12%	13%	9%	11%	12%	13%	14%	**	**	**	**	**	12%	16%	11%	12%	13%
Quite high	876	504	169	194	693	152	28	**	**	**	**	**	845	31	317	376	183
	46%	45%	53%	45%	45%	48%	61%	**	**	**	**	**	46%	58%	43%	47%	50%
			ac				abi							ai			a
Very high	756	459	114	168	635	108	11	**	**	**	**	**	743	13	325	310	121
	40%	41%	36%	39%	41%	34%	24%	**	**	**	**	**	40%	25%	44%	39%	33%
					bcj								bcj		bc	c	
Don't Know (DO NOT READ OUT)	4	2	-	2	4	-	-	**	**	**	**	**	4	-	2	2	-
	*%	*%	-%	*%	*%	-%	-%	**	**	**	**	**	*%	-%	*%	*%	-%
NET: High	1632	963	283	362	1328	260	39	**	**	**	**	**	1588	44	642	686	304
	86%	86%	89%	84%	87%	82%	85%	**	**	**	**	**	86%	83%	87%	86%	82%
			c		b										c		
NET: Low	41	16	4	18	24	17	*	**	**	**	**	**	41	*	11	13	17
	2%	1%	1%	4%	2%	5%	1%	**	**	**	**	**	2%	1%	1%	2%	5%
				ab		ai											ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very low	**8**	2	4	4	2	1	5	3	*	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*%	*%	*%	*%	*%	*%	*%	*%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Quite low	**33**	24	18	26	10	6	23	24	2	**	**	**	**	**	10	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*3%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Neither low nor high	**225**	163	86	176	87	73	123	153	12	**	**	**	**	**	84	**	**	**	**	**	**	**
	12%	*12%*	*10%*	*12%*	*13%*	*15%*	*11%*	*12%*	*17%*	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
						bcf					**abc**											
Quite high	**876**	609	422	669	316	240	549	605	32	**	**	**	**	**	304	**	**	**	**	**	**	**
	46%	*46%*	*50%*	*46%*	*47%*	*50%*	*49%*	*46%*	*46%*	**	**	**	**	**	*47%*	**	**	**	**	**	**	**
			ac							a												
Very high	**756**	537	308	577	258	155	429	542	23	**	**	**	**	**	247	**	**	**	**	**	**	**
	40%	*40%*	*37%*	*40%*	*38%*	*33%*	*38%*	*41%*	*34%*	**	**	**	**	**	*38%*	**	**	**	**	**	**	**
		e		e	e		e	d	d	d												
Don't Know (DO NOT READ OUT)	**4**	2	2	2	2	2	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	%	*%	*%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
NET: High	**1632**	1146	731	1246	574	395	979	1147	55	**	**	**	**	**	552	**	**	**	**	**	**	**
	86%	*86%*	*87%*	*86%*	*85%*	*83%*	*86%*	*86%*	*80%*	**	**	**	**	**	*85%*	**	**	**	**	**	**	**
			e				e	d	d	d												
NET: Low	**41**	25	21	30	13	7	29	27	2	**	**	**	**	**	13	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*1%*	*3%*	*2%*	*3%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very low	8	1	*	1	2	**	-	-	2	-	**	2	**	-	7	*
	*%	*%	*%	*%	1%	**	-%	-%	1%	-%	**	1%	**	-%	*%	*%
Quite low	33	10	6	6	4	**	5	*	2	4	**	10	**	*	27	6
	2%	2%	2%	1%	2%	**	2%	*%	1%	3%	**	2%	**	*%	2%	5%
										b		c				a
Neither low nor high	225	51	42	56	26	**	37	10	30	11	**	59	**	25	207	18
	12%	11%	11%	14%	14%	**	15%	7%	18%	9%	**	13%	**	13%	12%	14%
							b		bd							
Quite high	876	181	195	194	90	**	101	81	69	62	**	204	**	92	823	53
	46%	40%	52%	47%	47%	**	42%	56%	43%	50%	**	46%	**	46%	47%	40%
			a	a				ac								
Very high	756	214	135	152	71	**	100	54	57	47	**	166	**	81	703	53
	40%	47%	36%	37%	37%	**	41%	37%	35%	38%	**	37%	**	41%	40%	40%
		bcd														
Don't Know (DO NOT READ OUT)	4	-	-	2	-	**	-	-	2	-	**	2	**	-	2	2
	*%	-%	-%	*%	-%	**	-%	-%	1%	-%	**	*%	**	-%	*%	1%
																a
NET: High	1632	395	330	346	161	**	201	135	126	109	**	370	**	173	1526	106
	86%	87%	87%	84%	83%	**	83%	93%	78%	88%	**	84%	**	87%	86%	80%
								ac		c					b	
NET: Low	41	11	7	7	6	**	5	*	4	4	**	12	**	*	34	7
	2%	2%	2%	2%	3%	**	2%	*%	3%	3%	**	3%	**	*%	2%	5%
										b		c				a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very low	**8**	4	**	2	-	4	**	2	*	-	1	-	**
	***%**	*%	**	*%	-%	*%	**	*%	*%	-%	*%	-%	**
Quite low	**33**	26	**	4	6	24	**	6	4	11	20	4	**
	2%	*2%*	**	*1%*	*3%* a	*2%*	**	*1%*	*2%*	*4%* b	*2%*	*3%*	**
Neither low nor high	**225**	174	**	59	28	174	**	56	31	26	153	29	**
	12%	*12%*	**	*12%*	*15%*	*12%*	**	*12%*	*16%*	*8%*	*12%* a	*21%* **ab**	**
Quite high	**876**	666	**	238	78	654	**	234	82	147	578	66	**
	46%	*46%*	**	*49%*	*42%*	*46%*	**	*48%*	*43%*	*48%*	*46%*	*48%*	**
Very high	**756**	577	**	186	71	572	**	184	73	124	497	38	**
	40%	*40%*	**	*38%*	*38%*	*40%*	**	*38%*	*38%*	*40%* c	*40%* c	*27%*	**
Don't Know (DO NOT READ OUT)	**4**	2	**	-	2	2	**	-	2	-	2	2	**
	***%**	*%	**	-%	*1%* a	*%	**	-%	*1%* a	-%	*%	*1%* **ab**	**
NET: High	**1632**	1243	**	424	150	1227	**	419	155	271	1075	103	**
	86%	*86%*	**	*87%* b	*80%*	*86%*	**	*87%*	*81%*	*88%* c	*86%* c	*75%*	**
NET: Low	**41**	29	**	7	6	27	**	9	4	11	21	4	**
	2%	*2%*	**	*1%*	*3%*	*2%*	**	*2%*	*2%*	*4%* b	*2%*	*3%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**1914**	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	**1903**	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very low	**8**	*	3	-	**	2	*	-	**	2	3	2	3	4	**
	***%**	*%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Quite low	**33**	6	13	4	**	8	7	4	**	24	18	7	16	16	**
	***2%**	*2%*	*2%*	*4%*	**	*2%*	*2%*	*2%*	**	*2%*	*2%*	*1%*	*1%*	*2%*	**
Neither low nor high	**225**	26	74	18	**	58	62	31	**	163	86	69	128	104	**
	***12%**	*9%*	*10%*	*17%*	**	*12%*	*14%*	*19%*	**	*12%*	*10%*	*12%*	*11%*	*11%*	**
				ab				a							
Quite high	**876**	125	365	46	**	232	193	66	**	609	420	275	558	415	**
	***46%**	*46%*	*51%*	*44%*	**	*48%*	*45%*	*40%*	**	*46%*	*50%*	*47%*	*47%*	*45%*	**
											a				
Very high	**756**	117	259	37	**	181	166	61	**	537	308	232	475	376	**
	***40%**	*43%*	*36%*	*35%*	**	*38%*	*39%*	*37%*	**	*40%*	*37%*	*40%*	*40%*	*41%*	**
		b													
Don't Know (DO NOT READ OUT)	**4**	-	2	-	**	2	-	2	**	2	2	2	-	-	**
	***%**	-%	*%	-%	**	*%	-%	*1%*	**	*%	*%	*%	-%	-%	**
								b							
NET: High	**1632**	242	624	83	**	413	359	127	**	1146	727	507	1033	790	**
	***86%**	*88%*	*87%*	*79%*	**	*85%*	*84%*	*77%*	**	*86%*	*87%*	*86%*	*88%*	*87%*	**
		c	c			c									
NET: Low	**41**	7	17	4	**	10	7	4	**	25	21	9	19	19	**
	***2%**	*2%*	*2%*	*4%*	**	*2%*	*2%*	*2%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**1914**	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	**1903**	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very low	**8**	-	*	2	-	-	3	3	1	**	**	**	4	4	4	8	8
	***%**	-%	*%	*1%*	-%	-%	*%*	*%*	*2%*	**	**	**	*%*	*%*	*%*	*1%*	*%*
Quite low	**33**	6	6	4	2	2	14	14	4	**	**	**	31	27	31	29	33
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	*1%*	*1%*	*5%*	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
Neither low nor high	**225**	46	36	37	11	13	130	109	8	**	**	**	213	174	213	162	213
	12%	*12%*	*13%*	*11%*	*12%*	*16%*	*11%*	*12%*	*10%*	**	**	**	*12%*	*12%*	*12%*	*11%*	*12%*
											a						
Quite high	**876**	186	126	164	39	39	544	417	34	**	**	**	801	664	808	663	857
	46%	*49%*	*46%*	*50%*	*43%*	*47%*	*47%*	*45%*	*45%*	**	**	**	*46%*	*47%*	*46%*	*46%*	*46%*
Very high	**756**	140	106	119	39	29	463	392	27	**	**	**	707	547	708	570	731
	40%	*37%*	*39%*	*36%*	*43%*	*35%*	*40%*	*42%*	*35%*	**	**	**	*40%*	*39%*	*40%*	*40%*	*40%*
Don't Know (DO NOT READ OUT)	**4**	-	-	2	-	-	-	2	2	**	**	**	2	2	2	4	4
	***%**	-%	-%	*1%*	-%	-%	-%	*%*	*2%*	**	**	**	*%*	*%*	*%*	*%*	*%*
NET: High	**1632**	326	232	283	78	68	1007	809	61	**	**	**	1508	1211	1517	1233	1588
	86%	*86%*	*84%*	*86%*	*86%*	*82%*	*87%*	*86%*	*80%*	**	**	**	*86%*	*85%*	*86%*	*86%*	*86%*
NET: Low	**41**	6	6	6	2	2	17	17	5	**	**	**	35	30	35	37	41
	2%	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*7%*	**	**	**	*2%*	*2%*	*2%*	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very low	8	8	4	3	**	-	8	7	*	3	**	-	3	2	3	2
	*%	1%	*%	1%	**	-%	10%	2%	*%	1%	**	-%	1%	1%	*%	1%
		b					a	b						b		
Quite low	33	25	33	6	**	2	25	19	15	8	**	6	6	4	25	4
	2%	2%	2%	2%	**	*%	31%	6%	1%	3%	**	8%	3%	2%	2%	1%
							a	b				b				
Neither low nor high	225	127	206	50	**	80	30	86	139	47	**	7	45	22	147	56
	12%	12%	12%	13%	**	5%	37%	26%	9%	17%	**	9%	18%	11%	10%	19%
							a	b					a			ab
Quite high	876	492	809	172	**	752	14	174	702	115	**	44	105	89	639	146
	46%	47%	46%	45%	**	48%	17%	53%	45%	41%	**	55%	42%	44%	46%	49%
						b		b				b				
Very high	756	399	715	149	**	743	2	43	713	109	**	21	92	83	583	87
	40%	38%	40%	39%	**	47%	3%	13%	45%	38%	**	26%	37%	41%	42%	29%
						b			a					c	c	
Don't Know (DO NOT READ OUT)	4	2	4	2	**	2	2	*	4	2	**	2	-	-	2	2
	*%	*%	*%	1%	**	*%	3%	*%	*%	1%	**	2%	-%	-%	*%	1%
							a					b				
NET: High	1632	891	1524	321	**	1495	16	217	1415	223	**	64	197	172	1222	233
	86%	85%	86%	84%	**	95%	20%	66%	90%	79%	**	82%	79%	86%	87%	78%
						b			a					c	c	
NET: Low	41	32	37	9	**	2	33	26	15	11	**	6	9	6	28	6
	2%	3%	2%	2%	**	*%	40%	8%	1%	4%	**	8%	4%	3%	2%	2%
							a	b								

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very low	**8**	3	4	1	5	3
	***%**	*1%*	*3%*	***%**	***%**	***%**
		c	c			
Quite low	**33**	5	9	19	23	10
	2%	*2%*	*7%*	*1%*	*2%*	*1%*
			ac			
Neither low nor high	**225**	41	22	157	130	95
	12%	*18%*	*17%*	*10%*	*13%*	*11%*
		c	c			
Quite high	**876**	94	55	722	491	385
	46%	*42%*	*44%*	*47%*	*48%*	*44%*
Very high	**756**	82	34	632	373	384
	40%	*37%*	*28%*	*41%*	*36%*	*44%*
				b		a
Don't Know (DO NOT READ OUT)	**4**	-	-	4	2	2
	***%**	*-%*	*-%*	***%**	***%**	***%**
NET: High	**1632**	177	90	1354	864	768
	86%	*79%*	*72%*	*88%*	*84%*	*87%*
				ab		
NET: Low	**41**	7	13	21	28	13
	2%	*3%*	*11%*	*1%*	*3%*	*1%*
		c	**ac**			

Columns Tested: a,b,c - a,b

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very low	**8**	*	2	-	2	-	-	-	1	1	2	*	-
	***%**	*%*	*1%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*%*	*1%*	*%*	*-%*
Quite low	**33**	2	4	2	5	6	-	1	*	6	1	4	2
	2%	*1%*	*3%*	*1%*	*3%*	*4%*	*-%*	*%*	*%*	*3%*	*%*	*2%*	*2%*
						hj							
Neither low nor high	**225**	23	21	25	32	21	10	14	13	30	13	18	5
	12%	*13%*	*13%*	*17%*	*16%*	*13%*	*9%*	*13%*	*9%*	*13%*	*8%*	*9%*	*4%*
		l	l	**jkl**	**jl**	l		l		l			
Quite high	**876**	73	59	74	96	84	46	60	63	102	77	86	56
	46%	*42%*	*37%*	*50%*	*47%*	*50%*	*44%*	*55%*	*45%*	*45%*	*47%*	*46%*	*47%*
				b		b		**ab**					
Very high	**756**	75	70	47	67	56	49	34	61	89	72	79	57
	40%	*43%*	*44%*	*32%*	*33%*	*34%*	*46%*	*31%*	*44%*	*39%*	*44%*	*42%*	*48%*
		cdg	**cdg**				**cdeg**		**cg**		**cdg**	**cg**	**cdeg**
Don't Know (DO NOT READ OUT)	**4**	-	2	*	-	-	-	-	2	-	-	-	-
	***%**	*-%*	*1%*	**%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	*-%*
NET: High	**1632**	149	128	121	163	140	95	94	124	192	149	165	113
	86%	*85%*	*81%*	*82%*	*81%*	*84%*	*91%*	*86%*	*89%*	*84%*	*91%*	*88%*	*94%*
							bcd		d		**bcd**	d	**abcdegi**
NET: Low	**41**	2	7	2	7	6	-	1	1	6	3	5	2
	2%	*1%*	*4%*	*1%*	*4%*	*4%*	*-%*	*%*	*%*	*3%*	*2%*	*2%*	*2%*
			fgh										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The quality of the mail services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very low	**8**	2	2	1	3
	***%**	*%*	*%*	*%*	*1%*
Quite low	**33**	8	11	6	7
	***2%**	*2%*	*2%*	*1%*	*2%*
Neither low nor high	**225**	70	63	58	35
	***12%**	*14%*	*13%*	*12%*	*7%*
		d	d	d	
Quite high	**876**	206	226	225	219
	***46%**	*43%*	*48%*	*47%*	*46%*
Very high	**756**	192	172	184	209
	***40%**	*40%*	*36%*	*39%*	*44%*
					b
Don't Know (DO NOT READ OUT)	**4**	2	-	2	-
	***%**	*%*	*-%*	*%*	*-%*
NET: High	**1632**	398	398	409	427
	***86%**	*83%*	*84%*	*86%*	*91%*
					abc
NET: Low	**41**	11	13	7	10
	***2%**	*2%*	*3%*	*2%*	*2%*

Columns Tested: a,b,c,d

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**1914**	1244	436	140	94	-	670	417	332	120	54	147
Weighted total	**1903**	1825	50	16	12	-	77	607	427	109	41	55
Very low	**73**	69	2	1	*	**	3	29	11	9	2	2
	4%	*4%*	*4%*	*6%*	*4%*	**	*4%*	*5%*	*3%*	*8%* b	*5%*	*3%*
Quite low	**188**	181	4	2	1	**	7	42	55	10	2	3
	10%	*10%*	*8%*	*11%*	*10%*	**	*9%*	*7%*	*13%* **ae**	*9%*	*6%*	*6%*
Neither low nor high	**658**	634	15	5	4	**	24	223	134	39	14	16
	35%	*35%*	*30%*	*29%*	*35%*	**	*31%*	*37%*	*31%*	*36%*	*34%*	*29%*
Quite high	**618**	589	20	6	3	**	29	200	163	33	12	23
	32%	*32%*	*39%* a	*35%*	*30%*	**	*37%* a	*33%*	*38%*	*30%*	*28%*	*42%* **ac**
Very high	**349**	334	9	3	2	**	15	107	61	16	11	10
	18%	*18%*	*19%*	*18%*	*21%*	**	*19%*	*18%*	*14%*	*15%*	*27%* b	*19%*
Don't Know (DO NOT READ OUT)	**18**	18	-	*	-	**	*	6	3	2	-	*
	1%	*1%* **bf**	*-%*	*1%*	*-%*	**	**%*	*1%*	*1%*	*2%*	*-%*	**%*
NET: High	**966**	923	29	9	6	**	43	307	225	49	23	34
	51%	*51%*	*58%* a	*53%*	*51%*	**	*56%* a	*51%*	*53%*	*45%*	*56%*	*61%* **ac**
NET: Low	**260**	250	6	3	2	**	10	71	66	18	4	5
	14%	*14%*	*12%*	*17%*	*14%*	**	*13%*	*12%*	*15%*	*17%*	*11%*	*9%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	115	88	243	55	119	228	143	111	108	1210	225	232	247
Weighted total	**1903**	167	143	328	75	155	293	190	143	141	1633	89	90	91
Very low	**73**	2	10	10	1	4	12	6	4	5	53	7	6	7
	4%	*1%*	*7%*	*3%*	*1%*	*3%*	*4%*	*3%*	*3%*	*3%*	*3%*	*7%*	*7%*	*7%*
			a									**acj**	**aj**	**acj**
Quite low	**188**	16	10	30	15	16	35	23	12	7	165	7	8	8
	10%	*10%*	*7%*	*9%*	*20%*	*10%*	*12%*	*12%*	*9%*	*5%*	*10%*	*8%*	*9%*	*8%*
					bchijklm		i							
Neither low nor high	**658**	71	43	122	23	49	104	66	48	47	574	26	29	30
	35%	*43%*	*30%*	*37%*	*30%*	*31%*	*35%*	*35%*	*34%*	*34%*	*35%*	*29%*	*32%*	*32%*
		kl		k										
Quite high	**618**	48	50	96	25	62	95	49	53	53	530	32	29	26
	32%	*29%*	*35%*	*29%*	*33%*	*40%*	*32%*	*26%*	*37%*	*37%*	*32%*	*36%*	*33%*	*29%*
						cgm						g		
Very high	**349**	29	25	65	10	24	45	44	22	29	293	18	18	20
	18%	*17%*	*17%*	*20%*	*13%*	*16%*	*15%*	*23%*	*16%*	*21%*	*18%*	*20%*	*20%*	*22%*
Don't Know (DO NOT READ OUT)	**18**	-	5	4	2	-	2	2	3	-	18	-	-	1
	1%	*-%*	*3%*	*1%*	*3%*	*-%*	*1%*	*1%*	*2%*	*-%*	*1%*	*-%*	*-%*	*1%*
			ekl		**kl**				**kl**					
NET: High	**966**	77	75	161	35	86	139	93	76	82	823	50	47	47
	51%	*46%*	*52%*	*49%*	*47%*	*56%*	*48%*	*49%*	*53%*	*58%*	*50%*	*56%*	*52%*	*51%*
NET: Low	**260**	19	20	40	15	20	47	28	16	12	219	13	14	14
	14%	*11%*	*14%*	*12%*	*20%*	*13%*	*16%*	*15%*	*11%*	*8%*	*13%*	*15%*	*16%*	*16%*
					i									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1914**	134	73	228	48	110	242	123	114	125	1197	232	238	247
Weighted total	**1903**	197	116	305	64	133	327	163	150	165	1620	96	96	91
Very low	**73**	6	7	6	**	4	16	2	7	5	53	7	6	7
	4%	*3%*	*6%*	*2%*	**	*3%*	*5%*	*1%*	*5%*	*3%*	*3%*	*7%*	*6%*	*7%*
			g									**cgj**	**cgj**	**cgj**
Quite low	**188**	18	8	32	**	14	31	23	14	11	165	7	8	8
	10%	*9%*	*7%*	*11%*	**	*10%*	*10%*	*14%*	*9%*	*7%*	*10%*	*7%*	*9%*	*8%*
					abfijklm			k						
Neither low nor high	**658**	74	39	115	**	38	125	59	44	55	565	30	33	29
	35%	*37%*	*33%*	*38%*	**	*28%*	*38%*	*36%*	*29%*	*33%*	*35%*	*32%*	*34%*	*32%*
Quite high	**618**	61	40	86	**	50	99	42	60	63	528	34	29	26
	32%	*31%*	*35%*	*28%*	**	*38%*	*30%*	*26%*	*40%*	*38%*	*33%*	*36%*	*31%*	*29%*
						g			**cgm**	g				
Very high	**349**	38	17	61	**	24	51	36	25	31	291	18	19	20
	18%	*20%*	*14%*	*20%*	**	*18%*	*15%*	*22%*	*16%*	*19%*	*18%*	*18%*	*20%*	*23%*
														f
Don't Know (DO NOT READ OUT)	**18**	-	5	4	**	2	5	2	-	-	18	-	-	1
	1%	*-%*	*4%*	*1%*	**	*2%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*1%*
			ahijklm			**kl**								
NET: High	**966**	99	57	147	**	75	150	78	85	95	819	52	49	47
	51%	*50%*	*49%*	*48%*	**	*56%*	*46%*	*48%*	*57%*	*57%*	*51%*	*54%*	*51%*	*52%*
										f				
NET: Low	**260**	24	16	39	**	18	47	25	21	16	218	14	14	14
	14%	*12%*	*13%*	*13%*	**	*14%*	*15%*	*15%*	*14%*	*10%*	*13%*	*14%*	*15%*	*16%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1914	42	185	36	162	457	87	83	846	1420	494	1697	217	1829	85
Weighted total	1903	37	183	32	152	544	77	82	777	1527	375	1730	173	1797	105
Very low	**73**	**	7	**	7	27	2	2	25	56	16	66	7	67	5
	4%	**	*4%*	**	*5%*	*5%*	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*4%*	*4%*	*5%*
Quite low	**188**	**	13	**	25	51	7	8	82	158	30	165	23	181	6
	10%	**	*7%*	**	*16%* **bceh**	*9%*	*9%*	*9%*	*10%*	*10%*	*8%*	*10%*	*13%*	*10%*	*6%*
Neither low nor high	**658**	**	87	**	45	179	23	34	254	510	147	604	53	619	39
	35%	**	*48%* **defh**	** d	*29%*	*33%*	*30%*	*41%*	*33%*	*33%*	*39%* a	*35%*	*31%*	*34%*	*37%*
Quite high	**618**	**	54	**	49	177	20	21	264	508	109	562	56	599	18
	32%	**	*29%*	**	*32%*	*33%*	*26%*	*25%*	*34%*	*33%*	*29%*	*32%*	*33%*	*33%* b	*18%*
Very high	**349**	**	21	**	26	101	24	14	148	278	70	317	31	316	32
	18%	**	*12%*	**	*17%*	*18%* b	*31%* **abdegh**	*18%*	*19%* b	*18%*	*19%*	*18%*	*18%*	*18%*	*31%* a
Don't Know (DO NOT READ OUT)	**18**	**	-	**	-	9	-	3	4	16	2	16	2	14	4
	1%	**	*-%*	**	*-%*	*2%* h	*-%*	*4%* **bdh**	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*4%* a
NET: High	**966**	**	75	**	75	278	44	35	413	787	180	879	88	916	51
	51%	**	*41%*	**	*49%*	*51%* b	*57%* b	*43%*	*53%* b	*52%*	*48%*	*51%*	*51%*	*51%*	*48%*
NET: Low	**260**	**	21	**	32	78	9	10	106	214	47	231	30	249	12
	14%	**	*11%*	**	*21%* **abceh**	*14%* c	*12%*	*12%*	*14%* c	*14%*	*12%*	*13%*	*17%*	*14%*	*11%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1914	1130	313	447	1431	405	67	7	4	-	-	-	1836	78	602	829	483
Weighted total	1903	1124	317	431	1533	317	45	5	2	-	-	-	1850	53	735	798	370
Very low	73	37	12	23	53	14	5	**	**	**	**	**	67	5	32	21	19
	4%	3%	4%	5%	3%	4%	12%	**	**	**	**	**	4%	10%	4%	3%	5%
							abi							abi			b
Quite low	188	114	30	38	148	35	5	**	**	**	**	**	183	5	60	88	40
	10%	10%	9%	9%	10%	11%	10%	**	**	**	**	**	10%	9%	8%	11%	11%
Neither low nor high	658	395	108	149	534	109	12	**	**	**	**	**	643	14	247	287	123
	35%	35%	34%	35%	35%	34%	27%	**	**	**	**	**	35%	27%	34%	36%	33%
Quite high	618	373	114	123	484	111	19	**	**	**	**	**	596	22	231	253	134
	32%	33%	36%	28%	32%	35%	42%	**	**	**	**	**	32%	42%	31%	32%	36%
			c											a			
Very high	349	192	53	94	297	46	4	**	**	**	**	**	342	6	150	147	52
	18%	17%	17%	22%	19%	14%	10%	**	**	**	**	**	19%	12%	20%	18%	14%
				a	bc								b		c	c	
Don't Know (DO NOT READ OUT)	18	14	-	5	16	2	-	**	**	**	**	**	18	-	14	2	2
	1%	1%	-%	1%	1%	1%	-%	**	**	**	**	**	1%	-%	2%	*%	1%
															bc		
NET: High	966	565	167	216	781	157	24	**	**	**	**	**	938	29	381	400	185
	51%	50%	53%	50%	51%	50%	52%	**	**	**	**	**	51%	54%	52%	50%	50%
NET: Low	260	151	42	61	202	49	10	**	**	**	**	**	250	10	93	109	59
	14%	13%	13%	14%	13%	15%	22%	**	**	**	**	**	14%	19%	13%	14%	16%
							a										

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**1914**	1442	966	1532	698	593	1228	1336	95	44	42	9	6	-	665	16	10	5	1	1	-	2
Weighted total	**1903**	1336	840	1454	676	478	1133	1328	68	27	22	4	4	-	651	13	9	3	*	*	-	1
Very low	**73**	51	21	53	21	17	37	45	5	**	**	**	**	**	21	**	**	**	**	**	**	**
	4%	*4%*	*2%*	*4%*	*3%*	*4%*	*3%*	*3%*	*8%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
									a													
Quite low	**188**	128	85	140	65	50	124	122	12	**	**	**	**	**	64	**	**	**	**	**	**	**
	10%	*10%*	*10%*	*10%*	*10%*	*10%*	*11%*	*9%*	*17%*	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
									a													
Neither low nor high	**658**	474	277	505	255	185	395	461	18	**	**	**	**	**	243	**	**	**	**	**	**	**
	35%	*35%*	*33%*	*35%*	*38%*	*39%*	*35%*	*35%*	*27%*	**	**	**	**	**	*37%*	**	**	**	**	**	**	**
					b	b					**ab**											
Quite high	**618**	420	293	474	227	160	380	435	21	**	**	**	**	**	222	**	**	**	**	**	**	**
	32%	*31%*	*35%*	*33%*	*34%*	*34%*	*34%*	*33%*	*31%*	**	**	**	**	**	*34%*	**	**	**	**	**	**	**
								d														
Very high	**349**	256	159	275	99	65	194	258	12	**	**	**	**	**	93	**	**	**	**	**	**	**
	18%	*19%*	*19%*	*19%*	*15%*	*14%*	*17%*	*19%*	*17%*	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
		de	**de**	**de**				d	d	d												
Don't Know (DO NOT READ OUT)	**18**	7	4	7	9	*	4	7	-	**	**	**	**	**	9	**	**	**	**	**	**	**
	1%	*1%*	**%*	**%*	*1%*	**%*	**%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
					cef																	
NET: High	**966**	677	452	748	326	225	574	693	33	**	**	**	**	**	314	**	**	**	**	**	**	**
	51%	*51%*	*54%*	*51%*	*48%*	*47%*	*51%*	*52%*	*48%*	**	**	**	**	**	*48%*	**	**	**	**	**	**	**
			de					d	d	d												
NET: Low	**260**	179	106	193	86	67	161	166	17	**	**	**	**	**	85	**	**	**	**	**	**	**
	14%	*13%*	*13%*	*13%*	*13%*	*14%*	*14%*	*13%*	*25%*	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
									a		a											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1914	380	372	431	337	12	222	156	181	133	6	400	35	256	1782	132
Weighted total	1903	456	379	410	193	14	242	145	162	123	4	443	25	199	1770	133
Very low	73	18	13	15	7	**	8	2	8	4	**	17	**	4	65	8
	4%	4%	3%	4%	4%	**	3%	1%	5%	3%	**	4%	**	2%	4%	6%
Quite low	188	45	24	49	17	**	22	20	15	8	**	47	**	16	170	17
	10%	10%	6%	12% b	9%	**	9%	14% d	9%	6%	**	11%	**	8%	10%	13%
Neither low nor high	658	141	146	143	71	**	93	62	58	40	**	164	**	77	603	54
	35%	31%	38% a	35%	37%	**	39%	43%	36%	32%	**	37%	**	39%	34%	41%
Quite high	618	158	124	130	58	**	91	30	57	50	**	143	**	72	581	37
	32%	35%	33%	32%	30%	**	37% b	20%	35% b	41% b	**	32%	**	36%	33%	28%
Very high	349	91	72	71	39	**	23	31	21	22	**	65	**	28	334	15
	18%	20%	19%	17%	20%	**	10%	21% ac	13%	18% a	**	15%	**	14%	19% b	11%
Don't Know (DO NOT READ OUT)	18	3	2	2	*	**	5	-	4	-	**	7	**	2	16	2
	1%	1%	1%	*%	*%	**	2%	-%	2% b	-%	**	1%	**	1%	1%	1%
NET: High	966	249	195	201	97	**	114	61	78	72	**	208	**	99	914	52
	51%	54%	51%	49%	50%	**	47%	42%	48%	59% ab	**	47%	**	50%	52% b	39%
NET: Low	260	64	36	64	24	**	30	22	22	11	**	64	**	20	235	25
	14%	14%	10%	16% b	13%	**	12%	15%	14%	9%	**	14%	**	10%	13%	19%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	**1914**	1524	8	513	185	1505	27	504	194	370	1356	204	2
Weighted total	**1903**	1448	6	490	186	1430	24	484	192	308	1251	137	1
Very low	**73**	53	**	14	7	51	**	16	5	16	44	6	**
	4%	*4%*	**	*3%*	*4%*	*4%*	**	*3%*	*3%*	*5%*	*4%*	*4%*	**
Quite low	**188**	140	**	41	24	137	**	43	22	26	122	18	**
	10%	*10%*	**	*8%*	*13%*	*10%*	**	*9%*	*12%*	*8%*	*10%*	*13%*	**
Neither low nor high	**658**	500	**	189	67	496	**	184	71	121	445	50	**
	35%	*35%*	**	*38%*	*36%*	*35%*	**	*38%*	*37%*	*39%*	*36%*	*36%*	**
Quite high	**618**	473	**	166	61	468	**	161	66	102	389	36	**
	32%	*33%*	**	*34%*	*33%*	*33%*	**	*33%*	*35%*	*33%*	*31%*	*26%*	**
Very high	**349**	275	**	73	26	271	**	73	26	42	243	25	**
	18%	*19%*	**	*15%*	*14%*	*19%*	**	*15%*	*13%*	*14%*	*19%* a	*18%*	**
Don't Know (DO NOT READ OUT)	**18**	7	**	7	2	7	**	7	2	2	7	2	**
	1%	**%*	**	*1%*	*1%*	**%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
NET: High	**966**	748	**	239	86	739	**	234	92	143	633	61	**
	51%	*52%*	**	*49%*	*46%*	*52%*	**	*48%*	*48%*	*47%*	*51%*	*45%*	**
NET: Low	**260**	193	**	55	31	188	**	59	27	42	166	24	**
	14%	*13%*	**	*11%*	*17%* a	*13%*	**	*12%*	*14%*	*14%*	*13%*	*18%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**1914**	314	843	137	-	471	466	167	4	1441	957	607	1249	1041	38
Weighted total	**1903**	274	716	105	-	484	427	164	*	1336	835	587	1180	914	18
Very low	**73**	6	16	8	**	16	11	6	**	51	20	19	36	34	**
	4%	*2%*	*2%*	*8%*	**	*3%*	*3%*	*4%*	**	*4%*	*2%*	*3%*	*3%*	*4%*	**
				ab											**ab**
Quite low	**188**	27	76	10	**	54	43	16	**	128	85	54	111	97	**
	10%	*10%*	*11%*	*10%*	**	*11%*	*10%*	*10%*	**	*10%*	*10%*	*9%*	*9%*	*11%*	**
Neither low nor high	**658**	92	239	27	**	177	163	51	**	473	275	222	416	329	**
	35%	*34%*	*33%*	*26%*	**	*37%*	*38%*	*31%*	**	*35%*	*33%*	*38%*	*35%*	*36%*	**
												b			
Quite high	**618**	95	249	30	**	164	134	45	**	420	292	194	391	281	**
	32%	*35%*	*35%*	*29%*	**	*34%*	*31%*	*27%*	**	*31%*	*35%*	*33%*	*33%*	*31%*	**
Very high	**349**	54	132	29	**	67	71	44	**	256	159	92	221	170	**
	18%	*20%*	*18%*	*27%*	**	*14%*	*17%*	*27%*	**	*19%*	*19%*	*16%*	*19%*	*19%*	**
				b				**ab**							
Don't Know (DO NOT READ OUT)	**18**	-	4	-	**	6	5	2	**	7	4	7	5	2	**
	1%	*-%*	*1%*	*-%*	**	*1%*	*1%*	*1%*	**	*1%*	**%*	*1%*	**%*	**%*	**
NET: High	**966**	149	381	59	**	231	205	88	**	677	451	287	612	452	**
	51%	*54%*	*53%*	*56%*	**	*48%*	*48%*	*54%*	**	*51%*	*54%*	*49%*	*52%*	*49%*	**
											c				
NET: Low	**260**	33	92	18	**	70	55	22	**	179	106	72	147	130	**
	14%	*12%*	*13%*	*18%*	**	*15%*	*13%*	*14%*	**	*13%*	*13%*	*12%*	*12%*	*14%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	1914	410	309	334	82	85	1217	1050	80	17	30	11	1785	1505	1796	1508	1864
Weighted total	1903	378	275	328	91	83	1154	937	76	16	30	11	1757	1416	1767	1436	1846
Very low	**73**	12	10	12	5	2	34	30	2	**	**	**	67	50	67	55	73
	4%	*3%*	*4%*	*4%*	*5%*	*3%*	*3%*	*3%*	*2%*	**	**	**	*4%*	*3%*	*4%*	*4%*	*4%*
Quite low	**188**	38	22	29	12	10	101	98	12	**	**	**	176	149	176	149	181
	10%	*10%*	*8%*	*9%*	*13%*	*12%*	*9%*	*11%*	*15%*	**	**	**	*10%*	*11%*	*10%*	*10%*	*10%*
Neither low nor high	**658**	152	110	127	25	29	415	333	31	**	**	**	602	488	607	503	633
	35%	*40%*	*40%*	*39%*	*28%*	*35%*	*36%*	*36%*	*41%*	**	**	**	*34%*	*34%*	*34%*	*35%*	*34%*
		d	d														
Quite high	**618**	118	88	114	28	24	369	295	23	**	**	**	578	474	581	464	603
	32%	*31%*	*32%*	*35%*	*30%*	*29%*	*32%*	*31%*	*30%*	**	**	**	*33%*	*33%*	*33%*	*32%*	*33%*
Very high	**349**	55	45	45	22	17	230	176	7	**	**	**	319	242	321	254	338
	18%	*15%*	*16%*	*14%*	*24%*	*21%*	*20%*	*19%*	*9%*	**	**	**	*18%*	*17%*	*18%*	*18%*	*18%*
					ac												
Don't Know (DO NOT READ OUT)	**18**	3	*	2	-	-	5	4	2	**	**	**	16	13	16	12	18
	1%	*1%*	*%*	*1%*	*-%*	*-%*	*%*	*%*	*2%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
NET: High	**966**	173	133	159	49	42	600	471	30	**	**	**	898	716	902	718	940
	51%	*46%*	*48%*	*49%*	*54%*	*50%*	*52%*	*50%*	*39%*	**	**	**	*51%*	*51%*	*51%*	*50%*	*51%*
NET: Low	**260**	50	32	40	17	12	135	129	13	**	**	**	242	199	242	204	254
	14%	*13%*	*12%*	*12%*	*18%*	*14%*	*12%*	*14%*	*18%*	**	**	**	*14%*	*14%*	*14%*	*14%*	*14%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1914	1102	1799	436	19	1607	67	305	1609	284	14	77	264	208	1375	322
Weighted total	1903	1053	1770	382	17	1579	81	329	1574	283	19	79	251	201	1400	297
Very low	73	41	63	11	**	45	11	25	47	11	**	3	14	4	48	20
	4%	4%	4%	3%	**	3%	14% a	8% b	3%	4%	**	4%	5%	2%	3%	7% ab
Quite low	188	112	176	40	**	119	23	52	136	36	**	11	29	23	121	42
	10%	11%	10%	11%	**	8%	28% a	16% b	9%	13%	**	14%	11%	11%	9%	14% b
Neither low nor high	658	378	603	129	**	525	21	132	526	104	**	26	100	63	482	110
	35%	36%	34%	34%	**	33%	25%	40% b	33%	37%	**	33%	40%	31%	34%	37%
Quite high	618	328	582	114	**	547	18	85	532	88	**	25	77	83	450	85
	32%	31%	33%	30%	**	35% b	23%	26%	34% a	31%	**	31%	31%	41% bc	32%	29%
Very high	349	185	330	86	**	333	5	30	319	42	**	13	32	28	283	37
	18%	18%	19%	22% a	**	21% b	6%	9%	20% a	15%	**	16%	13%	14%	20% ac	13%
Don't Know (DO NOT READ OUT)	18	10	16	2	**	12	3	5	14	2	**	2	-	-	16	2
	1%	1%	1%	1%	**	1%	4% a	1%	1%	1%	**	2% b	-%	-%	1%	1%
NET: High	966	513	912	199	**	879	24	115	851	131	**	38	109	110	733	122
	51%	49%	52%	52%	**	56% b	29%	35%	54% a	46%	**	47%	44%	55% c	52% c	41%
NET: Low	260	153	239	51	**	163	34	77	183	47	**	14	42	27	169	62
	14%	15%	13%	13%	**	10%	42% a	24% b	12%	17%	**	17%	17%	14%	12%	21% ab

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**1914**	203	110	1578	1054	860
Weighted total	**1903**	225	125	1536	1024	879
Very low	**73**	13	10	50	40	32
	4%	*6%*	*8%*	*3%*	*4%*	*4%*
			c			
Quite low	**188**	30	12	145	128	59
	10%	*13%*	*9%*	*9%*	*13%*	*7%*
					b	
Neither low nor high	**658**	75	50	522	340	318
	35%	*33%*	*40%*	*34%*	*33%*	*36%*
Quite high	**618**	68	41	505	360	258
	32%	*30%*	*33%*	*33%*	*35%*	*29%*
					b	
Very high	**349**	36	12	298	152	197
	18%	*16%*	*10%*	*19%*	*15%*	*22%*
				b		a
Don't Know (DO NOT READ OUT)	**18**	2	-	16	4	14
	1%	*1%*	*-%*	*1%*	**%*	*2%*
						a
NET: High	**966**	105	53	802	512	455
	51%	*47%*	*43%*	*52%*	*50%*	*52%*
NET: Low	**260**	43	22	195	169	92
	14%	*19%*	*17%*	*13%*	*16%*	*10%*
		c			b	

Columns Tested: a,b,c - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1914**	188	135	159	213	161	103	137	132	210	173	179	124
Weighted total	**1903**	174	159	148	202	167	105	109	140	228	164	188	120
Very low	**73**	6	9	7	4	6	4	2	7	10	10	3	6
	4%	*3%*	*6%*	*5%*	*2%*	*3%*	*4%*	*2%*	*5%*	*4%*	*6%*	*2%*	*5%*
			k								k		
Quite low	**188**	24	17	5	21	20	4	15	17	21	13	21	10
	10%	*14%*	*11%*	*4%*	*10%*	*12%*	*4%*	*14%*	*12%*	*9%*	*8%*	*11%*	*8%*
		cf	c		c	**cf**		**cf**	**cf**	c		**cf**	
Neither low nor high	**658**	68	58	51	86	62	37	45	40	70	57	55	28
	35%	*39%*	*37%*	*35%*	*43%*	*37%*	*35%*	*41%*	*28%*	*31%*	*35%*	*29%*	*23%*
		hkl	l	l	**hikl**	l	l	**hikl**			l		
Quite high	**618**	37	43	58	62	54	37	32	49	75	49	73	49
	32%	*21%*	*27%*	*39%*	*31%*	*32%*	*35%*	*29%*	*35%*	*33%*	*30%*	*39%*	*41%*
				ab	a	a	a		a	a		**ab**	**abgj**
Very high	**349**	39	31	24	29	26	23	14	24	50	33	32	21
	18%	*22%*	*20%*	*16%*	*14%*	*16%*	*22%*	*13%*	*18%*	*22%*	*20%*	*17%*	*18%*
		dg								**dg**			
Don't Know (DO NOT READ OUT)	**18**	-	-	2	-	-	-	1	2	2	3	3	6
	1%	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*1%*	*1%*	*2%*	*2%*	*5%*
											d		**abcdefgi**
NET: High	**966**	76	74	82	91	80	59	46	74	125	82	106	70
	51%	*44%*	*47%*	*56%*	*45%*	*48%*	*57%*	*42%*	*53%*	*55%*	*50%*	*56%*	*59%*
				adg			**ag**			**adg**		**adg**	**adg**
NET: Low	**260**	29	26	13	25	25	8	17	24	31	22	24	16
	14%	*17%*	*17%*	*8%*	*12%*	*15%*	*8%*	*16%*	*17%*	*13%*	*14%*	*13%*	*13%*
		cf	**cf**						**cf**				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)
Base: All using RM (QV4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1914**	482	477	479	476
Weighted total	**1903**	480	474	476	472
Very low	**73**	22	14	19	18
	4%	*5%*	*3%*	*4%*	*4%*
Quite low	**188**	47	44	53	44
	10%	*10%*	*9%*	*11%*	*9%*
Neither low nor high	**658**	178	185	155	140
	35%	*37%*	*39%*	*33%*	*30%*
		d	**cd**		
Quite high	**618**	139	153	155	171
	32%	*29%*	*32%*	*33%*	*36%*
					a
Very high	**349**	94	78	89	87
	18%	*20%*	*17%*	*19%*	*18%*
Don't Know (DO NOT READ OUT)	**18**	2	-	4	12
	1%	**%*	*-%*	*1%*	*3%*
				b	**abc**
NET: High	**966**	233	231	245	258
	51%	*48%*	*49%*	*51%*	*55%*
NET: Low	**260**	68	58	72	62
	14%	*14%*	*12%*	*15%*	*13%*

Columns Tested: a,b,c,d

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	*e
Unweighted total	**258**	157	65	25	11	-	101	45	41	19	7	24
Weighted total	**95**	87	5	2	1	-	8	24	21	6	1	3
Very good	**6**	5	1	**	**	**	1	**	**	**	**	**
	6%	*6%*	*12%*	**	**	**	*8%*	**	**	**	**	**
Fairly good	**18**	16	1	**	**	**	2	**	**	**	**	**
	19%	*19%*	*22%*	**	**	**	*22%*	**	**	**	**	**
Neither good nor poor	**27**	25	1	**	**	**	2	**	**	**	**	**
	29%	*29%*	*20%*	**	**	**	*24%*	**	**	**	**	**
Fairly poor	**15**	13	1	**	**	**	2	**	**	**	**	**
	16%	*15%*	*20%*	**	**	**	*21%*	**	**	**	**	**
Very poor	**20**	18	1	**	**	**	1	**	**	**	**	**
	21%	*21%*	*19%*	**	**	**	*19%*	**	**	**	**	**
Don't know	**9**	9	*	**	**	**	1	**	**	**	**	**
	10%	*10%*	*8%*	**	**	**	*7%*	**	**	**	**	**
NET: Good	**24**	22	2	**	**	**	2	**	**	**	**	**
	25%	*25%*	*34%*	**	**	**	*30%*	**	**	**	**	**
NET: Poor	**34**	31	2	**	**	**	3	**	**	**	**	**
	36%	*36%*	*39%*	**	**	**	*40%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	258	-	-	-	-	-	-	-	-	-	-	-	-	258
Weighted total	95	-	-	-	-	-	-	-	-	-	-	-	-	95
Very good	6	**	**	**	**	**	**	**	**	**	**	**	**	6
	6%	**	**	**	**	**	**	**	**	**	**	**	**	*6%*
Fairly good	18	**	**	**	**	**	**	**	**	**	**	**	**	18
	19%	**	**	**	**	**	**	**	**	**	**	**	**	*19%*
Neither good nor poor	27	**	**	**	**	**	**	**	**	**	**	**	**	27
	29%	**	**	**	**	**	**	**	**	**	**	**	**	*29%*
Fairly poor	15	**	**	**	**	**	**	**	**	**	**	**	**	15
	16%	**	**	**	**	**	**	**	**	**	**	**	**	*16%*
Very poor	20	**	**	**	**	**	**	**	**	**	**	**	**	20
	21%	**	**	**	**	**	**	**	**	**	**	**	**	*21%*
Don't know	9	**	**	**	**	**	**	**	**	**	**	**	**	9
	10%	**	**	**	**	**	**	**	**	**	**	**	**	*10%*
NET: Good	24	**	**	**	**	**	**	**	**	**	**	**	**	24
	25%	**	**	**	**	**	**	**	**	**	**	**	**	*25%*
NET: Poor	34	**	**	**	**	**	**	**	**	**	**	**	**	34
	36%	**	**	**	**	**	**	**	**	**	**	**	**	*36%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	258	-	-	-	-	-	-	-	-	-	-	1	-	257
Weighted total	95	-	-	-	-	-	-	-	-	-	-	1	-	94
Very good	6	**	**	**	**	**	**	**	**	**	**	**	**	6
	6%	**	**	**	**	**	**	**	**	**	**	**	**	*6%*
Fairly good	18	**	**	**	**	**	**	**	**	**	**	**	**	18
	19%	**	**	**	**	**	**	**	**	**	**	**	**	*19%*
Neither good nor poor	27	**	**	**	**	**	**	**	**	**	**	**	**	27
	29%	**	**	**	**	**	**	**	**	**	**	**	**	*29%*
Fairly poor	15	**	**	**	**	**	**	**	**	**	**	**	**	15
	16%	**	**	**	**	**	**	**	**	**	**	**	**	*16%*
Very poor	20	**	**	**	**	**	**	**	**	**	**	**	**	19
	21%	**	**	**	**	**	**	**	**	**	**	**	**	*20%*
Don't know	9	**	**	**	**	**	**	**	**	**	**	**	**	9
	10%	**	**	**	**	**	**	**	**	**	**	**	**	*10%*
NET: Good	24	**	**	**	**	**	**	**	**	**	**	**	**	24
	25%	**	**	**	**	**	**	**	**	**	**	**	**	*25%*
NET: Poor	34	**	**	**	**	**	**	**	**	**	**	**	**	34
	36%	**	**	**	**	**	**	**	**	**	**	**	**	*36%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	258	7	23	1	21	65	9	15	115	157	101	224	34	246	12
Weighted total	95	2	8	1	5	24	3	7	43	61	34	83	11	88	7
Very good	6	**	**	**	**	2	**	**	3	4	2	6	**	4	**
	6%	**	**	**	**	*7%*	**	**	*7%*	*7%*	*5%*	*7%*	**	*4%*	**
Fairly good	18	**	**	**	**	4	**	**	8	10	8	15	**	17	**
	19%	**	**	**	**	*16%*	**	**	*19%*	*17%*	*23%*	*18%*	**	*19%*	**
Neither good nor poor	27	**	**	**	**	7	**	**	12	17	10	25	**	26	**
	29%	**	**	**	**	*28%*	**	**	*28%*	*29%*	*29%*	*30%*	**	*29%*	**
Fairly poor	15	**	**	**	**	4	**	**	7	8	7	13	**	14	**
	16%	**	**	**	**	*15%*	**	**	*17%*	*12%*	*21%*	*16%*	**	*16%*	**
Very poor	20	**	**	**	**	6	**	**	8	13	6	17	**	19	**
	21%	**	**	**	**	*24%*	**	**	*18%*	*22%*	*18%*	*21%*	**	*22%*	**
Don't know	9	**	**	**	**	2	**	**	5	8	1	7	**	8	**
	10%	**	**	**	**	*10%*	**	**	*11%*	*13%*	*4%*	*9%*	**	*9%*	**
										b					
NET: Good	24	**	**	**	**	6	**	**	11	14	9	21	**	21	**
	25%	**	**	**	**	*23%*	**	**	*26%*	*24%*	*28%*	*25%*	**	*24%*	**
NET: Poor	34	**	**	**	**	10	**	**	15	21	13	30	**	33	**
	36%	**	**	**	**	*39%*	**	**	*35%*	*35%*	*39%*	*36%*	**	*38%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	258	162	41	52	195	56	6	-	1	-	-	-	251	7	74	121	63
Weighted total	95	58	14	21	77	16	2	-	*	-	-	-	93	2	34	43	17
Very good	6	6	**	*	6	1	**	**	**	**	**	**	6	**	4	1	1
	6%	9%	**	*%	7%	4%	**	**	**	**	**	**	7%	**	12%	3%	3%
		bc													b		
Fairly good	18	9	**	5	14	4	**	**	**	**	**	**	18	**	5	8	4
	19%	15%	**	24%	18%	24%	**	**	**	**	**	**	19%	**	16%	20%	22%
			a														
Neither good nor poor	27	19	**	5	23	5	**	**	**	**	**	**	27	**	11	12	5
	29%	33%	**	24%	29%	29%	**	**	**	**	**	**	29%	**	32%	27%	26%
Fairly poor	15	7	**	5	12	2	**	**	**	**	**	**	14	**	3	9	3
	16%	12%	**	26%	15%	14%	**	**	**	**	**	**	15%	**	8%	21%	17%
				a												a	
Very poor	20	13	**	5	16	3	**	**	**	**	**	**	19	**	7	9	4
	21%	22%	**	22%	20%	19%	**	**	**	**	**	**	20%	**	20%	21%	22%
Don't know	9	5	**	1	7	2	**	**	**	**	**	**	9	**	4	3	2
	10%	9%	**	3%	10%	11%	**	**	**	**	**	**	10%	**	12%	8%	10%
			c														
NET: Good	24	14	**	5	19	4	**	**	**	**	**	**	24	**	10	10	4
	25%	24%	**	24%	25%	27%	**	**	**	**	**	**	26%	**	28%	23%	25%
NET: Poor	34	20	**	10	28	5	**	**	**	**	**	**	33	**	9	18	7
	36%	34%	**	48%	36%	33%	**	**	**	**	**	**	35%	**	28%	42%	38%
																a	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**258**	212	134	216	83	92	174	183	18	7	7	-	1	-	77	4	1	-	1	-	-	1
Weighted total	**95**	73	44	75	32	32	61	66	4	3	2	-	1	-	30	1	1	-	*	-	-	*
Very good	**6**	4	3	4	1	*	2	4	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	6%	*5%*	*6%*	*5%*	*2%*	**%*	*4%*	*6%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
		e	e	e																		
Fairly good	**18**	15	9	16	8	11	12	14	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	19%	*20%*	*20%*	*21%*	*25%*	*33%*	*19%*	*20%*	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
						abcf																
Neither good nor poor	**27**	21	12	22	7	8	19	21	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	29%	*29%*	*28%*	*29%*	*23%*	*25%*	*30%*	*31%*	**	**	**	**	**	**	*24%*	**	**	**	**	**	**	**
Fairly poor	**15**	12	9	13	7	4	9	10	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	16%	*16%*	*20%*	*17%*	*22%*	*12%*	*14%*	*15%*	**	**	**	**	**	**	*23%*	**	**	**	**	**	**	**
Very poor	**20**	16	9	16	8	8	15	14	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	21%	*22%*	*21%*	*21%*	*23%*	*25%*	*24%*	*21%*	**	**	**	**	**	**	*21%*	**	**	**	**	**	**	**
Don't know	**9**	5	3	5	2	2	5	5	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	10%	*7%*	*6%*	*7%*	*5%*	*6%*	*8%*	*7%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
NET: Good	**24**	19	11	20	9	11	14	17	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	25%	*26%*	*25%*	*26%*	*27%*	*33%*	*23%*	*26%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
NET: Poor	**34**	28	18	29	15	12	23	24	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	36%	*38%*	*41%*	*38%*	*45%*	*36%*	*38%*	*36%*	**	**	**	**	**	**	*44%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	***a**	***b**	***c**	***d**	***e**	a	***b**	c	a	***b**
Unweighted total	**258**	46	54	61	54	1	26	24	20	12	1	46	4	32	231	27
Weighted total	**95**	18	21	24	11	1	11	10	7	3	*	18	1	13	85	10
Very good	**6**	**	1	2	-	**	**	**	**	**	**	**	**	**	6	**
	6%	**	*6%*	*9%*	*-%*	**	**	**	**	**	**	**	**	**	*7%*	**
				d												
Fairly good	**18**	**	3	7	3	**	**	**	**	**	**	**	**	**	17	**
	19%	**	*12%*	*28%*	*26%*	**	**	**	**	**	**	**	**	**	*19%*	**
				b										a		
Neither good nor poor	**27**	**	6	7	3	**	**	**	**	**	**	**	**	**	26	**
	29%	**	*28%*	*29%*	*24%*	**	**	**	**	**	**	**	**	**	*30%*	**
												c				
Fairly poor	**15**	**	4	3	3	**	**	**	**	**	**	**	**	**	14	**
	16%	**	*19%*	*14%*	*27%*	**	**	**	**	**	**	**	**	**	*17%*	**
Very poor	**20**	**	6	4	2	**	**	**	**	**	**	**	**	**	17	**
	21%	**	*26%*	*17%*	*16%*	**	**	**	**	**	**	**	**	**	*21%*	**
Don't know	**9**	**	2	1	1	**	**	**	**	**	**	**	**	**	5	**
	10%	**	*9%*	*3%*	*7%*	**	**	**	**	**	**	**	**	**	*6%*	**
NET: Good	**24**	**	4	9	3	**	**	**	**	**	**	**	**	**	23	**
	25%	**	*18%*	*38%*	*26%*	**	**	**	**	**	**	**	**	**	*27%*	**
				b										a		
NET: Poor	**34**	**	10	7	5	**	**	**	**	**	**	**	**	**	32	**
	36%	**	*45%*	*30%*	*43%*	**	**	**	**	**	**	**	**	**	*37%*	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	*b	a	*b	a	*b	a	b	c	*d
Unweighted total	258	208	8	64	19	204	12	63	20	51	203	66	-
Weighted total	95	73	2	25	7	71	4	25	7	20	70	20	-
Very good	6	4	**	1	**	4	**	1	**	1	3	1	**
	6%	*5%*	**	*3%*	**	*5%*	**	*3%*	**	*4%*	*5%*	*6%*	**
Fairly good	18	16	**	7	**	16	**	7	**	3	14	4	**
	19%	*22%*	**	*29%*	**	*22%*	**	*29%*	**	*17%*	*20%*	*21%*	**
Neither good nor poor	27	22	**	5	**	20	**	5	**	7	20	5	**
	29%	*30%*	**	*21%*	**	*28%*	**	*21%*	**	*33%*	*29%*	*26%*	**
Fairly poor	15	13	**	6	**	13	**	6	**	5	12	4	**
	16%	*17%*	**	*23%*	**	*18%*	**	*23%*	**	*24%*	*17%*	*18%*	**
Very poor	20	16	**	5	**	16	**	5	**	4	15	5	**
	21%	*22%*	**	*22%*	**	*22%*	**	*22%*	**	*21%*	*22%*	*26%*	**
Don't know	9	3	**	1	**	3	**	1	**	*	5	1	**
	10%	*4%*	**	*2%*	**	*5%*	**	*2%*	**	*%*	*8%*	*3%*	**
NET: Good	24	20	**	8	**	20	**	8	**	4	17	5	**
	25%	*27%*	**	*31%*	**	*28%*	**	*32%*	**	*21%*	*25%*	*26%*	**
NET: Poor	34	29	**	11	**	29	**	11	**	9	27	9	**
	36%	*39%*	**	*45%*	**	*40%*	**	*45%*	**	*46%*	*39%*	*44%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	*c	*d	a	b	c	a	b	*c
Unweighted total	258	41	120	33	-	52	53	29	-	205	129	71	163	159	7
Weighted total	95	16	39	9	-	20	20	9	-	72	43	28	58	54	2
Very good	6	**	2	**	**	*	1	**	**	4	3	1	3	3	**
	6%	**	*6%*	**	**	*%*	*3%*	**	**	*5%*	*6%*	*2%*	*6%*	*6%*	**
Fairly good	18	**	7	**	**	6	5	**	**	15	9	7	14	12	**
	19%	**	*19%*	**	**	*30%*	*23%*	**	**	*21%*	*20%*	*26%*	*24%*	*21%*	**
Neither good nor poor	27	**	11	**	**	6	3	**	**	21	12	7	17	15	**
	29%	**	*29%*	**	**	*31%*	*16%*	**	**	*29%*	*28%*	*26%*	*29%*	*27%*	**
Fairly poor	15	**	8	**	**	4	5	**	**	12	9	6	9	11	**
	16%	**	*21%*	**	**	*22%*	*24%*	**	**	*17%*	*21%*	*23%*	*16%*	*19%*	**
Very poor	20	**	8	**	**	3	6	**	**	16	9	6	11	13	**
	21%	**	*20%*	**	**	*15%*	*29%*	**	**	*22%*	*21%*	*21%*	*19%*	*23%*	**
Don't know	9	**	2	**	**	1	1	**	**	4	2	1	3	2	**
	10%	**	*5%*	**	**	*3%*	*6%*	**	**	*5%*	*4%*	*2%*	*5%*	*4%*	**
NET: Good	24	**	10	**	**	6	5	**	**	19	11	8	17	15	**
	25%	**	*25%*	**	**	*30%*	*26%*	**	**	*26%*	*26%*	*29%*	*30%*	*27%*	**
NET: Poor	34	**	16	**	**	7	11	**	**	28	18	12	20	23	**
	36%	**	*41%*	**	**	*36%*	*53%*	**	**	*39%*	*41%*	*44%*	*35%*	*42%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	258	47	46	44	11	13	163	164	12	5	6	1	243	205	243	196	252
Weighted total	95	18	17	17	3	4	58	57	4	2	2	1	89	74	89	67	92
Very good	6	**	**	**	**	**	3	2	**	**	**	**	5	4	5	3	5
	6%	**	**	**	**	**	*6%*	*4%*	**	**	**	**	*5%*	*5%*	*5%*	*5%*	*6%*
Fairly good	18	**	**	**	**	**	13	12	**	**	**	**	17	14	17	13	18
	19%	**	**	**	**	**	*22%*	*22%*	**	**	**	**	*19%*	*19%*	*19%*	*19%*	*19%*
Neither good nor poor	27	**	**	**	**	**	16	15	**	**	**	**	24	22	24	20	27
	29%	**	**	**	**	**	*28%*	*26%*	**	**	**	**	*28%*	*30%*	*28%*	*30%*	*30%*
Fairly poor	15	**	**	**	**	**	10	11	**	**	**	**	15	13	15	11	14
	16%	**	**	**	**	**	*18%*	*20%*	**	**	**	**	*17%*	*18%*	*17%*	*16%*	*15%*
Very poor	20	**	**	**	**	**	12	14	**	**	**	**	19	15	19	15	19
	21%	**	**	**	**	**	*20%*	*25%*	**	**	**	**	*22%*	*20%*	*22%*	*22%*	*21%*
Don't know	9	**	**	**	**	**	3	2	**	**	**	**	9	6	9	5	9
	10%	**	**	**	**	**	*5%*	*3%*	**	**	**	**	*10%*	*8%*	*10%*	*7%*	*9%*
NET: Good	24	**	**	**	**	**	16	15	**	**	**	**	22	17	22	16	23
	25%	**	**	**	**	**	*28%*	*26%*	**	**	**	**	*25%*	*24%*	*25%*	*24%*	*25%*
NET: Poor	34	**	**	**	**	**	22	25	**	**	**	**	34	28	34	26	33
	36%	**	**	**	**	**	*38%*	*44%*	**	**	**	**	*38%*	*39%*	*38%*	*38%*	*36%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	c
Unweighted total	258	133	245	91	3	217	4	19	228	39	2	9	34	25	178	55
Weighted total	95	48	90	29	2	81	1	6	85	12	1	4	11	10	67	17
Very good	6	2	5	2	**	6	**	**	6	**	**	**	**	**	5	*
	6%	5%	5%	6%	**	7%	**	**	7%	**	**	**	**	**	7%	*%
Fairly good	18	7	17	4	**	16	**	**	17	**	**	**	**	**	13	3
	19%	14%	19%	15%	**	19%	**	**	20%	**	**	**	**	**	20%	16%
Neither good nor poor	27	14	26	9	**	26	**	**	26	**	**	**	**	**	20	6
	29%	30%	29%	32%	**	32%	**	**	31%	**	**	**	**	**	29%	33%
Fairly poor	15	8	14	3	**	12	**	**	13	**	**	**	**	**	11	3
	16%	17%	16%	12%	**	15%	**	**	16%	**	**	**	**	**	16%	17%
Very poor	20	14	20	9	**	16	**	**	17	**	**	**	**	**	12	5
	21%	28%	22%	29%	**	20%	**	**	20%	**	**	**	**	**	17%	30%
																b
Don't know	9	3	8	2	**	5	**	**	5	**	**	**	**	**	7	1
	10%	7%	9%	6%	**	7%	**	**	6%	**	**	**	**	**	11%	4%
NET: Good	24	9	22	6	**	22	**	**	23	**	**	**	**	**	18	3
	25%	19%	24%	21%	**	27%	**	**	27%	**	**	**	**	**	27%	16%
NET: Poor	34	22	34	12	**	28	**	**	31	**	**	**	**	**	22	8
	36%	45%	37%	41%	**	35%	**	**	36%	**	**	**	**	**	33%	47%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b
Unweighted total	258	24	9	223	155	103
Weighted total	95	9	2	83	53	41
Very good	6	**	**	6	3	3
	6%	**	**	7%	5%	8%
Fairly good	18	**	**	16	8	10
	19%	**	**	19%	14%	25% a
Neither good nor poor	27	**	**	24	17	10
	29%	**	**	29%	33%	24%
Fairly poor	15	**	**	13	10	5
	16%	**	**	15%	18%	13%
Very poor	20	**	**	16	11	8
	21%	**	**	19%	22%	20%
Don't know	9	**	**	8	5	5
	10%	**	**	10%	9%	11%
NET: Good	24	**	**	22	10	14
	25%	**	**	27%	19%	33% a
NET: Poor	34	**	**	29	21	13
	36%	**	**	35%	39%	32%

Columns Tested: a,b,c - a,b

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	k	*l
Unweighted total	258	25	18	20	28	19	16	17	17	25	28	32	13
Weighted total	95	10	8	6	10	8	8	5	6	11	8	14	2
Very good	6	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly good	18	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**
Neither good nor poor	27	**	**	**	**	**	**	**	**	**	**	**	**
	29%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly poor	15	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Very poor	20	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	9	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Good	24	**	**	**	**	**	**	**	**	**	**	**	**
	25%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Poor	34	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QRM6b. It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**258**	63	63	59	73
Weighted total	**95**	24	26	21	24
Very good	**6**	2	1	*	3
	6%	*9%*	*5%*	**%*	*11%*
		c			c
Fairly good	**18**	4	7	4	4
	19%	*15%*	*26%*	*18%*	*15%*
Neither good nor poor	**27**	8	7	5	8
	29%	*32%*	*28%*	*22%*	*33%*
Fairly poor	**15**	1	6	5	2
	16%	*4%*	*24%*	*24%*	*10%*
			ad	**ad**	
Very poor	**20**	6	2	5	6
	21%	*26%*	*7%*	*25%*	*26%*
		b		b	b
Don't know	**9**	3	3	2	1
	10%	*14%*	*10%*	*10%*	*4%*
		d			
NET: Good	**24**	6	8	4	6
	25%	*24%*	*31%*	*18%*	*27%*
NET: Poor	**34**	7	8	11	8
	36%	*30%*	*31%*	*49%*	*36%*
				ab	

Columns Tested: a,b,c,d

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Very Dissatisfied	**2**	2	-	**	**	**	-	-	-	**	**	-
	***%**	*%	-%	**	**	**	-%	-%	-%	**	**	-%
Fairly Dissatisfied	**20**	20	*	**	**	**	*	4	2	**	**	2
	5%	*5%*	*3%*	**	**	**	*2%*	*4%*	*2%*	**	**	*7%*
Neither Satisfied Nor Dissatisfied	**35**	31	2	**	**	**	3	12	6	**	**	2
	8%	*8%*	*15%*	**	**	**	*17%*	*11%*	*6%*	**	**	*7%*
			a				a					
Fairly Satisfied	**173**	166	4	**	**	**	7	45	50	**	**	3
	41%	*41%*	*36%*	**	**	**	*36%*	*42%*	*51%*	**	**	*11%*
								e	**ce**	e		
Very Satisfied	**196**	188	6	**	**	**	8	47	40	**	**	22
	46%	*46%*	*46%*	**	**	**	*43%*	*44%*	*41%*	**	**	*75%*
												abc
Don't Know (DO NOT READ OUT)	*	-	-	**	**	**	*	-	-	**	**	-
	***%**	-%	-%	**	**	**	*2%*	-%	-%	**	**	-%
				a			a					
NET: Satisfied	**369**	354	10	**	**	**	15	92	91	**	**	25
	87%	*87%*	*82%*	**	**	**	*79%*	*86%*	*92%*	**	**	*87%*
		f										
NET: Dissatisfied	**22**	21	*	**	**	**	*	4	2	**	**	2
	5%	*5%*	*3%*	**	**	**	*2%*	*4%*	*2%*	**	**	*7%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	426	41	33	63	12	40	81	32	31	47	379	18	13	15
Very Dissatisfied	2	**	**	2	**	**	-	**	**	**	2	**	**	**
	*%	**	**	3%	**	**	-%	**	**	**	*%	**	**	**
Fairly Dissatisfied	20	**	**	8	**	**	4	**	**	**	19	**	**	**
	5%	**	**	13%	**	**	4%	**	**	**	5%	**	**	**
				gijkl										
Neither Satisfied Nor Dissatisfied	35	**	**	4	**	**	6	**	**	**	30	**	**	**
	8%	**	**	7%	**	**	8%	**	**	**	8%	**	**	**
Fairly Satisfied	173	**	**	31	**	**	35	**	**	**	155	**	**	**
	41%	**	**	49%	**	**	44%	**	**	**	41%	**	**	**
		i		i			i				i			i
Very Satisfied	196	**	**	18	**	**	36	**	**	**	173	**	**	**
	46%	**	**	29%	**	**	44%	**	**	**	46%	**	**	**
										acfgjm	c	c	c	
Don't Know (DO NOT READ OUT)	*	**	**	-	**	**	-	**	**	**	*	**	**	**
	*%	**	**	-%	**	**	-%	**	**	**	*%	**	**	**
NET: Satisfied	369	**	**	49	**	**	71	**	**	**	328	**	**	**
	87%	**	**	78%	**	**	88%	**	**	**	86%	**	**	**
										c			c	
NET: Dissatisfied	22	**	**	10	**	**	4	**	**	**	21	**	**	**
	5%	**	**	15%	**	**	4%	**	**	**	5%	**	**	**
				gijkl										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	g	***h**	i	j	k	l	m
Unweighted total	**425**	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	**426**	47	30	65	10	37	79	30	29	47	375	23	14	15
Very Dissatisfied	**2**	**	**	2	**	**	-	**	**	**	2	**	**	**
	***%**	**	**	*3%*	**	**	*-%*	**	**	**	***%**	**	**	**
Fairly Dissatisfied	**20**	**	**	8	**	**	2	**	**	**	19	**	**	**
	***5%**	**	**	*12%*	**	**	*2%*	**	**	**	*5%*	**	**	**
				fgikl										
Neither Satisfied Nor Dissatisfied	**35**	**	**	4	**	**	8	**	**	**	30	**	**	**
	***8%**	**	**	*6%*	**	**	*10%*	**	**	**	*8%*	**	**	**
Fairly Satisfied	**173**	**	**	37	**	**	34	**	**	**	152	**	**	**
	***41%**	**	**	*56%*	**	**	*43%*	**	**	**	*41%*	**	**	**
		i		**ijl**							i			i
Very Satisfied	**196**	**	**	15	**	**	36	**	**	**	171	**	**	**
	***46%**	**	**	*22%*	**	**	*45%*	**	**	**	*46%*	**	**	**
							c	c		**acfjkm**	c	c	c	
Don't Know (DO NOT READ OUT)	*	**	**	-	**	**	-	**	**	**	*	**	**	**
	***%**	**	**	*-%*	**	**	*-%*	**	**	**	***%**	**	**	**
NET: Satisfied	**369**	**	**	51	**	**	69	**	**	**	323	**	**	**
	***87%**	**	**	*79%*	**	**	*88%*	**	**	**	*86%*	**	**	**
NET: Dissatisfied	**22**	**	**	9	**	**	2	**	**	**	21	**	**	**
	***5%**	**	**	*15%*	**	**	*2%*	**	**	**	*5%*	**	**	**
				fgijkl										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Very Dissatisfied	2	**	-	**	**	-	**	**	2	2	-	2	**	2	**
	*%	**	-%	**	**	-%	**	**	2%	*%	-%	*%	**	*%	**
Fairly Dissatisfied	20	**	2	**	**	7	**	**	9	18	2	19	**	20	**
	5%	**	2%	**	**	4%	**	**	9%	5%	3%	5%	**	5%	**
Neither Satisfied Nor Dissatisfied	35	**	8	**	**	17	**	**	5	27	8	32	**	33	**
	8%	**	9%	**	**	9%	**	**	5%	7%	12%	8%	**	8%	**
Fairly Satisfied	173	**	34	**	**	81	**	**	44	151	22	163	**	171	**
	41%	**	37%	**	**	42%	**	**	45%	42%	34%	41%	**	41%	**
Very Satisfied	196	**	47	**	**	87	**	**	39	164	32	180	**	189	**
	46%	**	52%	**	**	45%	**	**	39%	45%	51%	45%	**	46%	**
Don't Know (DO NOT READ OUT)	*	**	-	**	**	*	**	**	*	*	-	*	**	*	**
	*%	**	-%	**	**	*%	**	**	*%	*%	-%	*%	**	*%	**
NET: Satisfied	369	**	81	**	**	168	**	**	83	315	54	343	**	360	**
	87%	**	89%	**	**	87%	**	**	84%	87%	85%	86%	**	87%	**
NET: Dissatisfied	22	**	2	**	**	7	**	**	10	20	2	21	**	22	**
	5%	**	2%	**	**	4%	**	**	10%	5%	3%	5%	**	5%	**
									be						

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**425**	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	**426**	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Very Dissatisfied	**2**	2	-	-	2	-	**	**	**	**	**	**	2	**	**	2	-
	***%**	*1%*	*-%*	*-%*	*1%*	*-%*	**	**	**	**	**	**	*%*	**	**	*1%*	*-%*
Fairly Dissatisfied	**20**	7	4	9	12	5	**	**	**	**	**	**	16	**	**	11	8
	5%	*4%*	*5%*	*5%*	*5%*	*3%*	**	**	**	**	**	**	*4%*	**	**	*6%*	*4%*
							bi							**bi**			
Neither Satisfied Nor Dissatisfied	**35**	12	7	15	16	14	**	**	**	**	**	**	30	**	**	11	19
	8%	*7%*	*10%*	*9%*	*7%*	*9%*	**	**	**	**	**	**	*8%*	**	**	*6%*	*10%*
Fairly Satisfied	**173**	66	39	66	92	64	**	**	**	**	**	**	156	**	**	78	81
	41%	*38%*	*52%*	*39%*	*39%*	*42%*	**	**	**	**	**	**	*40%*	**	**	*42%*	*43%*
			a														
Very Satisfied	**196**	88	25	79	115	72	**	**	**	**	**	**	187	**	**	85	81
	46%	*50%*	*33%*	*47%*	*49%*	*46%*	**	**	**	**	**	**	*48%*	**	**	*46%*	*43%*
		b			**cj**	**cj**							**cj**		c		
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	**	**	**	**	**	**	*	**	**	-	*
	***%**	*%*	*%*	*-%*	*-%*	*%*	**	**	**	**	**	**	*%*	**	**	*-%*	*%*
NET: Satisfied	**369**	154	64	145	207	136	**	**	**	**	**	**	343	**	**	163	162
	87%	*88%*	*85%*	*86%*	*88%*	*88%*	**	**	**	**	**	**	*88%*	**	**	*87%*	*85%*
					cj	**cj**							**cj**				
NET: Dissatisfied	**22**	9	4	9	13	5	**	**	**	**	**	**	18	**	**	13	8
	5%	*5%*	*5%*	*5%*	*6%*	*3%*	**	**	**	**	**	**	*5%*	**	**	*7%*	*4%*
							bi							b			

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Very Dissatisfied	**2**	-	-	-	-	2	2	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	-%	-%	-%	-%	*1%*	*1%*	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
						acd																
Fairly Dissatisfied	**20**	9	14	16	19	4	12	16	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	***5%**	*3%*	*6%*	*5%*	*6%*	*3%*	*4%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**35**	25	20	29	26	6	19	28	**	**	**	**	**	**	24	**	**	**	**	**	**	**
	***8%**	*9%*	*9%*	*9%*	*8%*	*5%*	*7%*	*10%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
Fairly Satisfied	**173**	116	93	131	131	65	120	115	**	**	**	**	**	**	124	**	**	**	**	**	**	**
	***41%**	*44%*	*40%*	*42%*	*39%*	*53%*	*43%*	*40%*	**	**	**	**	**	**	*39%*	**	**	**	**	**	**	**
						bcdf																
Very Satisfied	**196**	114	106	135	160	46	128	129	**	**	**	**	**	**	150	**	**	**	**	**	**	**
	***46%**	*43%*	*45%*	*43%*	*48%*	*38%*	*45%*	*45%*	**	**	**	**	**	**	*48%*	**	**	**	**	**	**	**
					e																	
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
NET: Satisfied	**369**	230	199	266	290	111	248	244	**	**	**	**	**	**	274	**	**	**	**	**	**	**
	***87%**	*87%*	*85%*	*85%*	*86%*	*90%*	*88%*	*85%*	**	**	**	**	**	**	*87%*	**	**	**	**	**	**	**
NET: Dissatisfied	**22**	9	14	16	19	6	13	16	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	***5%**	*3%*	*6%*	*5%*	*6%*	*5%*	*5%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	425	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	426	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Very Dissatisfied	2	-	-	-	-	**	-	-	-	-	**	-	**	-	-	2
	*%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	1%
Fairly Dissatisfied	20	5	6	6	*	**	7	7	4	2	**	15	**	1	8	12
	5%	7%	9%	5%	*%	**	7%	12%	4%	3%	**	6%	**	1%	4%	5%
		d	d	d				d								
Neither Satisfied Nor Dissatisfied	35	3	9	11	7	**	3	8	7	7	**	24	**	2	19	15
	8%	4%	14%	9%	13%	**	4%	14%	7%	10%	**	9%	**	3%	10%	7%
			a					a								
Fairly Satisfied	173	24	25	51	25	**	26	20	52	30	**	100	**	22	82	91
	41%	34%	41%	44%	45%	**	28%	34%	50%	41%	**	37%	**	47%	41%	40%
									ab							
Very Satisfied	196	40	22	49	24	**	56	25	40	34	**	129	**	24	90	106
	46%	56%	36%	42%	42%	**	61%	41%	39%	46%	**	48%	**	49%	45%	47%
		b					bc									
Don't Know (DO NOT READ OUT)	*	-	-	-	*	**	-	*	-	-	**	*	**	-	*	-
	*%	-%	-%	-%	*%	**	-%	*%	-%	-%	**	*%	**	-%	*%	-%
NET: Satisfied	369	64	47	100	49	**	83	45	91	65	**	230	**	46	172	197
	87%	90%	77%	86%	87%	**	89%	74%	89%	88%	**	85%	**	96%	86%	87%
							b		b	b				a		
NET: Dissatisfied	22	5	6	6	*	**	7	7	4	2	**	15	**	1	8	13
	5%	7%	9%	5%	*%	**	7%	12%	4%	3%	**	6%	**	1%	4%	6%
		d	d	d				d								

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Very Dissatisfied	**2**	-	-	-	-	-	-	-	-	-	-	-	**
	***%**	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Fairly Dissatisfied	**20**	16	1	8	12	14	2	10	10	*	7	2	**
	5%	*6%*	*1%*	*8%*	*5%*	*6%*	*4%*	*11%* b	*4%*	*%*	*3%*	*4%* a	**
Neither Satisfied Nor Dissatisfied	**35**	25	4	4	22	23	6	6	20	10	20	4	**
	8%	*10%*	*8%*	*5%*	*9%*	*9%*	*9%*	*7%*	*8%*	*11%*	*9%*	*6%*	**
Fairly Satisfied	**173**	110	20	41	90	102	28	38	93	46	102	32	**
	41%	*42%*	*40%*	*44%*	*37%*	*42%*	*41%*	*43%*	*38%*	*51%*	*45%*	*55%*	**
Very Satisfied	**196**	109	26	40	119	103	32	34	125	35	97	20	**
	46%	*42%*	*51%*	*43%*	*49%*	*43%*	*46%*	*39%*	*50%*	*38%*	*43%*	*34%*	**
Don't Know (DO NOT READ OUT)	*	*	-	-	*	*	-	-	*	-	*	-	**
	***%**	*%*	-%	-%	*%*	*%*	-%	-%	*%*	-%	*%*	-%	**
NET: Satisfied	**369**	220	46	81	209	205	60	72	219	80	199	52	**
	87%	*84%*	*91%*	*87%*	*86%*	*85%*	*88%*	*82%*	*88%*	*89%*	*88%*	*90%*	**
NET: Dissatisfied	**22**	16	1	8	12	14	2	10	10	*	7	2	**
	5%	*6%*	*1%*	*8%*	*5%*	*6%*	*4%*	*11%* b	*4%*	*%*	*3%*	*4%* a	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Very Dissatisfied	**2**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	***%**	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fairly Dissatisfied	**20**	4	9	4	**	10	12	4	**	8	14	13	10	10	**
	5%	*4%*	*5%*	*10%*	**	*4%*	*6%*	*4%*	**	*4%*	*7%*	*7%*	*5%*	*6%*	**
Neither Satisfied Nor Dissatisfied	**35**	7	19	2	**	20	17	6	**	21	18	12	21	14	**
	8%	*7%*	*10%*	*6%*	**	*8%*	*9%*	*6%*	**	*10%*	*9%*	*6%*	*10%*	*8%*	**
Fairly Satisfied	**173**	39	79	18	**	102	77	55	**	101	87	87	89	80	**
	41%	*44%*	*42%*	*45%*	**	*40%*	*41%*	*54%* **ab**	**	*46%*	*41%*	*44%*	*43%*	*47%*	**
Very Satisfied	**196**	41	83	16	**	123	84	37	**	89	92	83	87	67	**
	46%	*45%*	*44%*	*39%*	**	*48%* c	*44%*	*36%*	**	*41%*	*43%*	*42%*	*42%*	*39%*	**
Don't Know (DO NOT READ OUT)	*	-	*	-	**	-	*	-	**	*	*	*	*	*	**
	%	-%	*%	-%	**	-%	*%	-%	**	*%	*%	*%	*%	*%	**
NET: Satisfied	**369**	80	162	35	**	225	162	92	**	190	178	170	175	146	**
	87%	*89%*	*85%*	*84%*	**	*88%*	*85%*	*90%*	**	*87%*	*85%*	*87%*	*85%*	*86%*	**
NET: Dissatisfied	**22**	4	9	4	**	10	12	4	**	8	14	13	10	10	**
	5%	*4%*	*5%*	*10%*	**	*4%*	*6%*	*4%*	**	*4%*	*7%*	*7%*	*5%*	*6%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Very Dissatisfied	**2**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	2	2
	***%**	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	*%	*%
Fairly Dissatisfied	**20**	8	6	4	**	**	12	8	**	**	**	**	18	16	18	18	20
	5%	*5%*	*5%*	*3%*	**	**	*6%*	*4%*	**	**	**	**	*4%*	*5%*	*4%*	*5%*	*5%*
Neither Satisfied Nor Dissatisfied	**35**	9	12	14	**	**	19	14	**	**	**	**	33	29	34	30	31
	8%	*6%*	*10%*	*11%*	**	**	*9%*	*7%*	**	**	**	**	*8%*	*9%*	*9%*	*8%*	*7%*
Fairly Satisfied	**173**	76	53	54	**	**	97	90	**	**	**	**	163	147	163	153	173
	41%	*47%*	*45%*	*42%*	**	**	*46%*	*49%*	**	**	**	**	*41%*	*44%*	*41%*	*41%*	*42%*
Very Satisfied	**196**	70	47	58	**	**	81	73	**	**	**	**	182	144	182	170	189
	46%	*43%*	*40%*	*45%*	**	**	*39%*	*39%*	**	**	**	**	*46%*	*43%*	*46%*	*46%*	*46%*
Don't Know (DO NOT READ OUT)	*	*	-	-	**	**	*	*	**	**	**	**	*	*	*	*	*
	***%**	*%	-%	-%	**	**	*%	*%	**	**	**	**	*%	*%	*%	*%	*%
NET: Satisfied	**369**	146	100	113	**	**	178	163	**	**	**	**	344	291	345	323	362
	87%	*89%*	*84%*	*86%*	**	**	*85%*	*88%*	**	**	**	**	*87%*	*87%*	*87%*	*87%*	*87%*
NET: Dissatisfied	**22**	8	6	4	**	**	12	8	**	**	**	**	18	16	18	19	22
	5%	*5%*	*5%*	*3%*	**	**	*6%*	*4%*	**	**	**	**	*4%*	*5%*	*4%*	*5%*	*5%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Very Dissatisfied	**2**	2	2	2	**	2	**	-	2	-	**	2	-	-	2	-
	***%**	*1%*	**%*	*1%*	**	*1%*	**	*-%*	*1%*	*-%*	**	*2%* b	*-%*	*-%*	*1%*	*-%*
Fairly Dissatisfied	**20**	15	17	6	**	12	**	8	10	-	**	13	7	5	12	4
	5%	*5%*	*4%*	*4%*	**	*5%*	**	*8%*	*4%*	*-%*	**	*13%* b	*2%*	*4%*	*5%*	*6%*
Neither Satisfied Nor Dissatisfied	**35**	25	34	12	**	21	**	8	20	-	**	20	15	13	21	*
	8%	*9%*	*9%*	*8%*	**	*8%*	**	*8%*	*8%*	*-%*	**	*20%* b	*4%*	*12%* c	*8%* c	*1%*
Fairly Satisfied	**173**	129	165	74	**	111	**	48	96	173	**	50	123	46	90	36
	41%	*45%*	*41%*	*52%* b	**	*43%*	**	*52%*	*40%*	*47%*	**	*51%* b	*37%*	*43%*	*36%*	*54%* b
Very Satisfied	**196**	118	185	50	**	113	**	28	110	196	**	13	183	43	126	27
	46%	*41%*	*46%* c	*35%*	**	*44%*	**	*31%*	*46%* a	*53%*	**	*13%*	*56%* a	*40%*	*50%*	*40%*
Don't Know (DO NOT READ OUT)	*	*	*	*	**	*	**	-	*	-	**	-	*	-	*	*
	***%**	**%*	**%*	**%*	**	**%*	**	*-%*	**%*	*-%*	**	*-%*	**%*	*-%*	**%*	**%*
NET: Satisfied	**369**	247	349	124	**	224	**	76	207	369	**	63	306	89	217	63
	87%	*86%*	*87%*	*86%*	**	*87%*	**	*83%*	*87%*	*100%*	**	*65%*	*93%* a	*84%*	*86%*	*93%*
NET: Dissatisfied	**22**	16	19	8	**	14	**	8	12	-	**	15	7	5	13	4
	5%	*6%*	*5%*	*5%*	**	*5%*	**	*8%*	*5%*	*-%*	**	*15%* b	*2%*	*4%*	*5%*	*6%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Very Dissatisfied	**2**	-	**	2	-	2
	***%**	-%	**	*1%*	-%	*1%*
Fairly Dissatisfied	**20**	7	**	11	10	10
	5%	*4%*	**	*5%*	*5%*	*5%*
Neither Satisfied Nor Dissatisfied	**35**	12	**	15	22	13
	8%	*7%*	**	*7%*	*10%*	*6%*
			ac			
Fairly Satisfied	**173**	71	**	86	98	75
	41%	*41%*	**	*42%*	*44%*	*37%*
Very Satisfied	**196**	83	**	91	92	104
	46%	*48%*	**	*45%*	*41%*	*51%*
						a
Don't Know (DO NOT READ OUT)	*	*	**	*	*	*
	***%**	*%	**	*%*	*%	*%
NET: Satisfied	**369**	155	**	177	189	180
	87%	*89%*	**	*87%*	*85%*	*88%*
NET: Dissatisfied	**22**	7	**	13	10	11
	5%	*4%*	**	*6%*	*5%*	*6%*

Columns Tested: a,b,c - a,b

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	***f**	***g**	h	i	j	k	***l**
Unweighted total	**425**	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	**426**	35	38	34	53	57	25	25	29	38	34	36	21
Very Dissatisfied	**2**	**	**	**	2	**	**	**	**	**	**	**	**
	***%**	**	**	**	*3%*	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**20**	**	**	**	4	**	**	**	**	**	**	**	**
	5%	**	**	**	*8%*	**	**	**	**	**	**	**	**
				ak									
Neither Satisfied Nor Dissatisfied	**35**	**	**	**	5	**	**	**	**	**	**	**	**
	8%	**	**	**	*10%*	**	**	**	**	**	**	**	**
Fairly Satisfied	**173**	**	**	**	22	**	**	**	**	**	**	**	**
	41%	**	**	**	*42%*	**	**	**	**	**	**	**	**
		c			c	**cj**				c		**abcdhj**	
Very Satisfied	**196**	**	**	**	20	**	**	**	**	**	**	**	**
	46%	**	**	**	*38%*	**	**	**	**	**	**	**	**
		e	e	**dek**							**dek**		
Don't Know (DO NOT READ OUT)	*	**	**	**	-	**	**	**	**	**	**	**	**
	***%**	**	**	**	*-%*	**	**	**	**	**	**	**	**
NET: Satisfied	**369**	**	**	**	42	**	**	**	**	**	**	**	**
	87%	**	**	**	*79%*	**	**	**	**	**	**	**	**
											c	c	
NET: Dissatisfied	**22**	**	**	**	6	**	**	**	**	**	**	**	**
	5%	**	**	**	*11%*	**	**	**	**	**	**	**	**
				ak	**ak**								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-16,98)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Very Dissatisfied	**2**	-	2	-	-
	***%**	*-%*	*1%*	*-%*	*-%*
Fairly Dissatisfied	**20**	6	8	4	2
	5%	*6%*	*6%*	*5%*	*2%*
Neither Satisfied Nor Dissatisfied	**35**	10	10	6	7
	8%	*10%*	*8%*	*7%*	*8%*
Fairly Satisfied	**173**	33	61	39	39
	41%	*30%*	*45%*	*43%*	*43%*
			a		
Very Satisfied	**196**	59	54	42	42
	46%	*54%*	*40%*	*46%*	*46%*
		b			
Don't Know (DO NOT READ OUT)	*	*	-	-	*
	***%**	*%*	*-%*	*-%*	*%*
NET: Satisfied	**369**	91	115	81	81
	87%	*85%*	*85%*	*88%*	*89%*
NET: Dissatisfied	**22**	6	9	4	2
	5%	*6%*	*7%*	*5%*	*2%*

Columns Tested: a,b,c,d

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Very Dissatisfied	**2**	2	-	**	**	**	-	-	-	**	**	-
	***%**	*%	-%	**	**	**	-%	-%	-%	**	**	-%
Fairly Dissatisfied	**9**	9	1	**	**	**	1	4	-	**	**	*
	***2%**	*2%*	*4%*	**	**	**	*3%*	*4%*	-%	** b	**	*1%*
Neither Satisfied Nor Dissatisfied	**54**	52	2	**	**	**	2	20	8	**	**	1
	***13%**	*13%*	*13%*	**	**	**	*11%*	*18%* e	*8%*	**	**	*5%*
Fairly Satisfied	**133**	127	4	**	**	**	7	25	37	**	**	5
	***31%**	*31%*	*32%*	** a	**	**	*34%*	*23%*	*38%* e	** e	**	*17%*
Very Satisfied	**190**	182	6	**	**	**	8	44	48	**	**	18
	***45%**	*45%*	*46%*	**	**	**	*42%*	*41%*	*49%*	**	**	*62%* a
Don't Know (DO NOT READ OUT)	**37**	35	1	**	**	**	2	15	5	**	**	4
	***9%**	*9%*	*5%*	**	**	**	*9%*	*14%*	*6%*	**	**	*15%*
NET: Satisfied	**324**	309	9	**	**	**	15	69	85	**	**	23
	***76%**	*76%*	*78%*	**	**	**	*76%*	*65%*	*86%* a	**	**	*79%*
NET: Dissatisfied	**11**	10	1	**	**	**	1	4	-	**	**	*
	***3%**	*3%*	*4%*	**	**	**	*3%*	*4%*	-%	** b	**	*1%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	426	41	33	63	12	40	81	32	31	47	379	18	13	15
Very Dissatisfied	2	**	**	2	**	**	-	**	**	**	2	**	**	**
	*%	**	**	3%	**	**	-%	**	**	**	*%	**	**	**
Fairly Dissatisfied	9	**	**	2	**	**	2	**	**	**	8	**	**	**
	2%	**	**	3%	**	**	2%	**	**	**	2%	**	**	**
Neither Satisfied Nor Dissatisfied	54	**	**	8	**	**	18	**	**	**	49	**	**	**
	13%	**	**	12%	**	**	22%	**	**	**	13%	**	**	**
				g			agk			g	g		g	g
Fairly Satisfied	133	**	**	22	**	**	25	**	**	**	118	**	**	**
	31%	**	**	36%	**	**	31%	**	**	**	31%	**	**	**
Very Satisfied	190	**	**	22	**	**	29	**	**	**	167	**	**	**
	45%	**	**	34%	**	**	37%	**	**	**	44%	**	**	**
										c				
Don't Know (DO NOT READ OUT)	37	**	**	7	**	**	6	**	**	**	35	**	**	**
	9%	**	**	11%	**	**	7%	**	**	**	9%	**	**	**
				m				am						
NET: Satisfied	324	**	**	44	**	**	55	**	**	**	285	**	**	**
	76%	**	**	70%	**	**	68%	**	**	**	75%	**	**	**
		cf										f		
NET: Dissatisfied	11	**	**	4	**	**	2	**	**	**	10	**	**	**
	3%	**	**	6%	**	**	2%	**	**	**	3%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	426	47	30	65	10	37	79	30	29	47	375	23	14	15
Very Dissatisfied	2	**	**	-	**	**	-	**	**	**	2	**	**	**
	*%	**	**	-%	**	**	-%	**	**	**	*%	**	**	**
Fairly Dissatisfied	9	**	**	2	**	**	2	**	**	**	8	**	**	**
	2%	**	**	3%	**	**	2%	**	**	**	2%	**	**	**
Neither Satisfied Nor Dissatisfied	54	**	**	11	**	**	14	**	**	**	49	**	**	**
	13%	**	**	17%	**	**	18%	**	**	**	13%	**	**	**
				gk			gk			g	g		g	
Fairly Satisfied	133	**	**	26	**	**	25	**	**	**	114	**	**	**
	31%	**	**	41%	**	**	32%	**	**	**	30%	**	**	**
				i								gij		
Very Satisfied	190	**	**	18	**	**	31	**	**	**	167	**	**	**
	45%	**	**	28%	**	**	40%	**	**	**	44%	**	**	**
		c						c		c	c		c	c
Don't Know (DO NOT READ OUT)	37	**	**	7	**	**	6	**	**	**	35	**	**	**
	9%	**	**	11%	**	**	8%	**	**	**	9%	**	**	**
				m				m						
NET: Satisfied	324	**	**	44	**	**	57	**	**	**	281	**	**	**
	76%	**	**	68%	**	**	72%	**	**	**	75%	**	**	**
												cfj		
NET: Dissatisfied	11	**	**	2	**	**	2	**	**	**	10	**	**	**
	3%	**	**	3%	**	**	2%	**	**	**	3%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Industry								Urbanity		Location		Internet connection	
	TOTAL	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		***a**	b	***c**	***d**	e	***f**	***g**	h	a	b	a	b	a	***b**
Unweighted total	**425**	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	**426**	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Very Dissatisfied	**2**	**	-	**	**	-	**	**	-	2	-	2	**	2	**
	***%**	**	-%	**	**	-%	**	**	-%	*1%*	-%	***%**	**	***%**	**
Fairly Dissatisfied	**9**	**	2	**	**	4	**	**	3	7	2	9	**	9	**
	2%	**	*2%*	**	**	*2%*	**	**	*3%*	*2%*	*4%*	*2%*	**	*2%*	**
Neither Satisfied Nor Dissatisfied	**54**	**	11	**	**	23	**	**	14	49	5	54	**	52	**
	13%	**	*12%*	**	**	*12%*	**	**	*14%*	*13%*	*8%*	*14%* b	**	*12%*	**
Fairly Satisfied	**133**	**	24	**	**	60	**	**	40	112	22	121	**	132	**
	31%	**	*27%*	**	**	*31%*	**	**	*41%* b	*31%*	*34%*	*31%*	**	*32%*	**
Very Satisfied	**190**	**	51	**	**	84	**	**	35	161	29	176	**	185	**
	45%	**	*56%* h	**	**	*44%*	**	**	*36%*	*45%*	*46%*	*44%*	**	*44%*	**
Don't Know (DO NOT READ OUT)	**37**	**	3	**	**	21	**	**	6	32	6	35	**	35	**
	9%	**	*3%*	**	**	*11%* b	**	**	*6%*	*9%*	*9%*	*9%*	**	*9%*	**
NET: Satisfied	**324**	**	75	**	**	145	**	**	76	273	51	297	**	317	**
	76%	**	*82%*	**	**	*75%*	**	**	*77%*	*75%*	*80%*	*75%*	** a	*76%*	**
NET: Dissatisfied	**11**	**	2	**	**	4	**	**	3	9	2	11	**	11	**
	3%	**	*2%*	**	**	*2%*	**	**	*3%*	*2%*	*4%*	*3%*	**	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	425	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	426	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Very Dissatisfied	2	2	-	-	-	-	**	**	**	**	**	**	-	**	**	-	2
	*%	1%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	1%
							abi							abi			
Fairly Dissatisfied	9	2	4	4	5	3	**	**	**	**	**	**	8	**	**	5	4
	2%	1%	5%	2%	2%	2%	**	**	**	**	**	**	2%	**	**	3%	2%
Neither Satisfied Nor Dissatisfied	54	21	11	22	27	23	**	**	**	**	**	**	50	**	**	22	26
	13%	12%	14%	13%	12%	15%	**	**	**	**	**	**	13%	**	**	12%	14%
Fairly Satisfied	133	57	31	45	69	55	**	**	**	**	**	**	123	**	**	54	65
	31%	32%	42%	27%	29%	35%	**	**	**	**	**	**	32%	**	**	29%	34%
			c														
Very Satisfied	190	78	25	81	117	62	**	**	**	**	**	**	179	**	**	89	74
	45%	45%	34%	48%	49%	40%	**	**	**	**	**	**	46%	**	**	48%	39%
				b	j										c		
Don't Know (DO NOT READ OUT)	37	15	4	18	18	13	**	**	**	**	**	**	31	**	**	16	19
	9%	9%	6%	10%	8%	8%	**	**	**	**	**	**	8%	**	**	9%	10%
							abi							abi			
NET: Satisfied	324	135	57	126	185	117	**	**	**	**	**	**	302	**	**	144	138
	76%	77%	75%	74%	78%	75%	**	**	**	**	**	**	77%	**	**	77%	73%
					cj								j				
NET: Dissatisfied	11	4	4	4	5	3	**	**	**	**	**	**	8	**	**	5	6
	3%	2%	5%	2%	2%	2%	**	**	**	**	**	**	2%	**	**	3%	3%
							abi							abi			

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	***b**	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Very Dissatisfied	**2**	2	2	2	2	-	-	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*1%*	*1%*	*1%*	*1%*	*-%*	*-%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**9**	5	9	9	9	2	7	8	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	2%	*2%*	*4%*	*3%*	*3%*	*1%*	*2%*	*3%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**54**	30	21	32	40	17	32	29	**	**	**	**	**	**	40	**	**	**	**	**	**	**
	13%	*11%*	*9%*	*10%*	*12%*	*14%*	*12%*	*10%*	**	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
Fairly Satisfied	**133**	86	87	109	106	44	85	101	**	**	**	**	**	**	101	**	**	**	**	**	**	**
	31%	*33%*	*37%*	*35%*	*32%*	*36%*	*30%*	*35%*	**	**	**	**	**	**	*32%*	**	**	**	**	**	**	**
Very Satisfied	**190**	116	95	131	152	48	128	123	**	**	**	**	**	**	142	**	**	**	**	**	**	**
	45%	*44%*	*41%*	*42%*	*45%*	*39%*	*45%*	*43%*	**	**	**	**	**	**	*45%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**37**	25	21	29	27	13	29	25	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	9%	*9%*	*9%*	*9%*	*8%*	*11%*	*10%*	*9%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
NET: Satisfied	**324**	202	182	239	258	92	213	224	**	**	**	**	**	**	244	**	**	**	**	**	**	**
	76%	*77%*	*78%*	*77%*	*77%*	*74%*	*76%*	*78%*	**	**	**	**	**	**	*77%*	**	**	**	**	**	**	**
NET: Dissatisfied	**11**	7	10	10	11	2	7	10	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	3%	*2%*	*4%*	*3%*	*3%*	*1%*	*2%*	*4%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	425	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	426	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Very Dissatisfied	2	-	-	2	-	**	-	-	2	-	**	2	**	-	-	2
	*%	-%	-%	2%	-%	**	-%	-%	2%	-%	**	1%	**	-%	-%	1%
Fairly Dissatisfied	9	2	5	1	*	**	3	5	*	1	**	8	**	1	6	4
	2%	3%	9%	1%	1%	**	3%	9%	*%	1%	**	3%	**	2%	3%	2%
			cd					cd								
Neither Satisfied Nor Dissatisfied	54	10	7	10	5	**	18	7	7	9	**	23	**	11	29	25
	13%	14%	11%	8%	9%	**	19%	12%	6%	12%	**	9%	**	23%	15%	11%
							c							a		
Fairly Satisfied	133	20	24	45	15	**	29	23	35	18	**	85	**	14	71	62
	31%	28%	39%	39%	27%	**	31%	37%	34%	24%	**	31%	**	29%	36%	28%
Very Satisfied	190	35	22	51	23	**	38	21	51	38	**	127	**	20	74	116
	45%	49%	35%	44%	41%	**	41%	34%	50%	51%	**	47%	**	42%	37%	51%
										b						a
Don't Know (DO NOT READ OUT)	37	4	4	8	13	**	6	4	8	9	**	25	**	2	20	17
	9%	6%	6%	7%	22%	**	6%	7%	8%	12%	**	9%	**	4%	10%	8%
					abc											
NET: Satisfied	324	55	46	96	38	**	67	43	86	55	**	211	**	34	145	179
	76%	77%	74%	82%	68%	**	72%	72%	84%	75%	**	79%	**	71%	73%	79%
				d												
NET: Dissatisfied	11	2	5	3	*	**	3	5	2	1	**	10	**	1	6	6
	3%	3%	9%	2%	1%	**	3%	9%	2%	1%	**	4%	**	2%	3%	2%
			d					d								

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Very Dissatisfied	**2**	2	-	-	2	2	-	-	2	-	-	2	**
	***%**	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*-%*	*3%* b	**
Fairly Dissatisfied	**9**	9	-	4	5	9	-	4	5	-	5	1	**
	2%	*3%*	*-%*	*5%*	*2%*	*4%*	*-%*	*5%*	*2%*	*-%*	*2%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**54**	26	7	13	28	26	7	15	26	5	27	4	**
	13%	*10%*	*13%*	*14%*	*11%*	*11%*	*10%*	*17%*	*10%*	*5%*	*12%*	*6%*	**
Fairly Satisfied	**133**	101	7	27	79	93	15	28	78	34	75	22	**
	31%	*39%* b	*15%*	*29%*	*32%*	*38%* b	*22%*	*32%*	*32%*	*38%*	*33%*	*38%*	**
Very Satisfied	**190**	97	34	37	115	87	44	27	124	49	96	26	**
	45%	*37%*	*67%* a	*40%*	*47%*	*36%*	*64%* a	*31%*	*50%* a	*54%* b	*43%*	*45%*	**
Don't Know (DO NOT READ OUT)	**37**	26	3	11	16	26	3	13	14	3	23	3	**
	9%	*10%*	*5%*	*12%*	*6%*	*11%*	*4%*	*15%* b	*6%*	*3%*	*10%* a	*6%*	**
NET: Satisfied	**324**	198	41	65	193	181	59	55	203	82	172	48	**
	76%	*76%*	*81%*	*70%*	*80%*	*74%*	*86%* a	*63%*	*82%* a	*92%* b	*76%*	*84%*	**
NET: Dissatisfied	**11**	10	-	4	6	10	-	4	6	-	5	3	**
	3%	*4%*	*-%*	*5%*	*3%*	*4%*	*-%*	*5%*	*3%*	*-%*	*2%*	*5%* a	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Very Dissatisfied	**2**	-	-	2	**	-	-	2	**	2	2	2	-	2	**
	***%**	-%	-%	*4%*	**	-%	-%	*2%*	**	*1%*	*1%*	*1%*	-%	*1%*	**
				ab				a							
Fairly Dissatisfied	**9**	2	7	1	**	5	6	*	**	5	9	5	6	3	**
	2%	*2%*	*4%*	*2%*	**	*2%*	*3%*	**%*	**	*2%*	*4%*	*2%*	*3%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**54**	3	20	*	**	27	26	4	**	23	18	22	14	17	**
	13%	*4%*	*11%*	**%*	**	*11%*	*14%*	*4%*	**	*11%*	*9%*	*11%*	*7%*	*10%*	**
			ac			c	c								
Fairly Satisfied	**133**	42	70	16	**	88	56	36	**	83	83	63	91	63	**
	31%	*46%*	*37%*	*39%*	**	*35%*	*30%*	*35%*	**	*38%*	*39%*	*32%*	*44%*	*37%*	**
Very Satisfied	**190**	35	76	18	**	120	85	51	**	84	80	86	77	61	**
	45%	*38%*	*40%*	*44%*	**	*47%*	*45%*	*50%*	**	*38%*	*38%*	*44%*	*37%*	*36%*	**
Don't Know (DO NOT READ OUT)	**37**	9	17	4	**	15	16	9	**	22	20	18	18	26	**
	9%	*10%*	*9%*	*11%*	**	*6%*	*9%*	*9%*	**	*10%*	*9%*	*9%*	*9%*	*15%*	**
														a	
NET: Satisfied	**324**	76	146	34	**	208	141	87	**	167	163	150	168	123	**
	76%	*84%*	*77%*	*83%*	**	*82%*	*74%*	*85%*	**	*76%*	*77%*	*76%*	*82%*	*72%*	**
								b					b		
NET: Dissatisfied	**11**	2	7	3	**	5	6	2	**	7	10	7	6	5	**
	3%	*2%*	*4%*	*6%*	**	*2%*	*3%*	*2%*	**	*3%*	*5%*	*3%*	*3%*	*3%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Very Dissatisfied	**2**	-	-	-	**	**	-	-	**	**	**	**	2	2	2	2	2
	***%**	-%	-%	-%	**	**	-%	-%	**	**	**	**	*%	1%	*%	*%	*%
					abc												
Fairly Dissatisfied	**9**	1	2	2	**	**	5	3	**	**	**	**	9	7	9	9	9
	2%	*%	2%	2%	**	**	2%	1%	**	**	**	**	2%	2%	2%	2%	2%
Neither Satisfied Nor Dissatisfied	**54**	23	12	17	**	**	25	21	**	**	**	**	49	47	49	47	54
	13%	14%	10%	13%	**	**	12%	11%	**	**	**	**	12%	14%	12%	13%	13%
		d	d	d													
Fairly Satisfied	**133**	59	41	42	**	**	86	64	**	**	**	**	121	116	123	121	130
	31%	36%	35%	32%	**	**	41%	35%	**	**	**	**	31%	35%	31%	32%	31%
Very Satisfied	**190**	67	50	63	**	**	76	73	**	**	**	**	179	143	179	164	183
	45%	41%	42%	48%	**	**	37%	39%	**	**	**	**	45%	43%	45%	44%	44%
Don't Know (DO NOT READ OUT)	**37**	13	13	6	**	**	18	24	**	**	**	**	35	20	35	29	37
	9%	8%	11%	5%	**	**	8%	13%	**	**	**	**	9%	6%	9%	8%	9%
NET: Satisfied	**324**	127	91	105	**	**	162	137	**	**	**	**	299	259	301	285	313
	76%	78%	77%	80%	**	**	78%	74%	**	**	**	**	76%	77%	76%	77%	75%
					b												
NET: Dissatisfied	**11**	1	2	2	**	**	5	3	**	**	**	**	11	9	11	11	11
	3%	*%	2%	2%	**	**	2%	1%	**	**	**	**	3%	3%	3%	3%	3%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Very Dissatisfied	**2**	2	2	-	**	-	**	2	-	-	**	2	-	-	-	2
	***%**	*1%*	**%*	*-%*	**	*-%*	**	*2%*	*-%*	*-%*	**	*2%*	*-%*	*-%*	*-%*	*3%*
								b				b				b
Fairly Dissatisfied	**9**	6	9	3	**	5	**	5	5	*	**	9	*	*	9	*
	2%	*2%*	*2%*	*2%*	**	*2%*	**	*5%*	*2%*	**%*	**	*9%*	**%*	**%*	*4%*	**%*
												b				
Neither Satisfied Nor Dissatisfied	**54**	42	54	19	**	25	**	9	30	31	**	18	36	25	24	5
	13%	*15%*	*13%*	*13%*	**	*10%*	**	*10%*	*13%*	*8%*	**	*18%*	*11%*	*23%*	*9%*	*8%*
														bc		
Fairly Satisfied	**133**	91	123	55	**	93	**	39	80	121	**	29	105	23	90	20
	31%	*31%*	*30%*	*38%*	**	*36%*	**	*43%*	*33%*	*33%*	**	*29%*	*32%*	*22%*	*36%*	*30%*
															a	
Very Satisfied	**190**	127	180	56	**	107	**	25	103	189	**	32	158	46	112	33
	45%	*44%*	*45%*	*39%*	**	*41%*	**	*28%*	*43%*	*51%*	**	*33%*	*48%*	*43%*	*44%*	*48%*
									a				a			
Don't Know (DO NOT READ OUT)	**37**	20	37	11	**	28	**	11	21	29	**	8	29	13	17	7
	9%	*7%*	*9%*	*8%*	**	*11%*	**	*12%*	*9%*	*8%*	**	*9%*	*9%*	*12%*	*7%*	*11%*
NET: Satisfied	**324**	218	302	111	**	200	**	64	183	310	**	61	263	69	202	53
	76%	*76%*	*75%*	*77%*	**	*77%*	**	*71%*	*77%*	*84%*	**	*62%*	*80%*	*65%*	*80%*	*78%*
													a		a	
NET: Dissatisfied	**11**	8	10	3	**	5	**	6	5	*	**	11	*	*	9	2
	3%	*3%*	*3%*	*2%*	**	*2%*	**	*7%*	*2%*	**%*	**	*11%*	**%*	**%*	*4%*	*3%*
								b				b				

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Very Dissatisfied	**2**	2	**	-	2	-
	***%**	*1%*	**	*-%*	*1%*	*-%*
Fairly Dissatisfied	**9**	4	**	3	9	*
	2%	*2%*	**	*2%*	*4%*	**%*
					b	
Neither Satisfied Nor Dissatisfied	**54**	20	**	26	25	28
	13%	*11%*	**	*13%*	*11%*	*14%*
Fairly Satisfied	**133**	55	**	67	83	50
	31%	*32%*	**	*33%*	*37%*	*25%*
					b	
Very Satisfied	**190**	84	**	84	83	107
	45%	*48%*	**	*41%*	*38%*	*53%*
						a
Don't Know (DO NOT READ OUT)	**37**	9	**	24	19	18
	9%	*5%*	**	*12%*	*9%*	*9%*
				a		
NET: Satisfied	**324**	140	**	151	167	157
	76%	*80%*	**	*74%*	*75%*	*77%*
NET: Dissatisfied	**11**	6	**	3	11	*
	3%	*3%*	**	*2%*	*5%*	**%*
					b	

Columns Tested: a,b,c - a,b

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	*l
Unweighted total	425	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	426	35	38	34	53	57	25	25	29	38	34	36	21
Very Dissatisfied	2	**	**	**	-	**	**	**	**	**	**	**	**
	*%	**	**	**	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	9	**	**	**	5	**	**	**	**	**	**	**	**
	2%	**	**	**	9%	**	**	**	**	**	**	**	**
					e								
Neither Satisfied Nor Dissatisfied	54	**	**	**	6	**	**	**	**	**	**	**	**
	13%	**	**	**	11%	**	**	**	**	**	**	**	**
Fairly Satisfied	133	**	**	**	12	**	**	**	**	**	**	**	**
	31%	**	**	**	23%	**	**	**	**	**	**	**	**
		dhj				dhj				hj		hj	
Very Satisfied	190	**	**	**	24	**	**	**	**	**	**	**	**
	45%	**	**	**	46%	**	**	**	**	**	**	**	**
			ae								ae		
Don't Know (DO NOT READ OUT)	37	**	**	**	6	**	**	**	**	**	**	**	**
	9%	**	**	**	11%	**	**	**	**	**	**	**	**
				b		b			b		abi		
NET: Satisfied	324	**	**	**	36	**	**	**	**	**	**	**	**
	76%	**	**	**	68%	**	**	**	**	**	**	**	**
NET: Dissatisfied	11	**	**	**	5	**	**	**	**	**	**	**	**
	3%	**	**	**	9%	**	**	**	**	**	**	**	**
					e								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Very Dissatisfied	**2**	-	-	2	-
	***%**	*-%*	*-%*	*2%*	*-%*
Fairly Dissatisfied	**9**	4	5	*	-
	2%	*4%*	*4%*	**%*	*-%*
Neither Satisfied Nor Dissatisfied	**54**	16	15	9	14
	13%	*15%*	*11%*	*9%*	*16%*
Fairly Satisfied	**133**	34	46	31	22
	31%	*32%*	*34%*	*34%*	*24%*
Very Satisfied	**190**	46	56	44	44
	45%	*43%*	*41%*	*48%*	*48%*
Don't Know (DO NOT READ OUT)	**37**	7	14	6	11
	9%	*7%*	*10%*	*6%*	*12%*
NET: Satisfied	**324**	80	102	76	66
	76%	*75%*	*76%*	*82%*	*72%*
NET: Dissatisfied	**11**	4	5	2	-
	3%	*4%*	*4%*	*2%*	*-%*

Columns Tested: a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Very Dissatisfied	**7**	7	-	**	**	**	-	3	1	**	**	-
	2%	*2%*	*-%*	**	**	**	*-%*	*3%*	*1%*	**	**	*-%*
Fairly Dissatisfied	**15**	14	1	**	**	**	1	8	2	**	**	*
	3%	*3%*	*6%*	**	**	**	*5%*	*7%*	*2%*	**	**	**%*
								e				
Neither Satisfied Nor Dissatisfied	**43**	41	2	**	**	**	3	9	2	**	**	3
	10%	*10%*	*15%*	**	**	**	*13%*	*9%*	*2%*	**	**	*12%*
										b		b
Fairly Satisfied	**140**	134	3	**	**	**	6	26	43	**	**	3
	33%	*33%*	*25%*	**	**	**	*29%*	*24%*	*43%*	**	**	*11%*
				b					**ae**	e		
Very Satisfied	**204**	195	6	**	**	**	9	57	47	**	**	18
	48%	*48%*	*49%*	**	**	**	*46%*	*54%*	*48%*	**	**	*63%*
Don't Know (DO NOT READ OUT)	**17**	15	1	**	**	**	1	4	4	**	**	4
	4%	*4%*	*5%*	**	**	**	*7%*	*4%*	*4%*	**	**	*14%*
												abc
NET: Satisfied	**344**	329	9	**	**	**	15	83	90	**	**	22
	81%	*81%*	*74%*	**	**	**	*75%*	*78%*	*91%*	**	**	*74%*
									ae			
NET: Dissatisfied	**22**	21	1	**	**	**	1	11	3	**	**	*
	5%	*5%*	*6%*	**	**	**	*5%*	*10%*	*3%*	**	**	**%*
								e				

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	426	41	33	63	12	40	81	32	31	47	379	18	13	15
Very Dissatisfied	7	**	**	2	**	**	-	**	**	**	7	**	**	**
	2%	**	**	3%	**	**	-%	**	**	**	2%	**	**	**
Fairly Dissatisfied	15	**	**	4	**	**	4	**	**	**	14	**	**	**
	3%	**	**	7%	**	**	4%	**	**	**	4%	**	**	**
Neither Satisfied Nor Dissatisfied	43	**	**	7	**	**	12	**	**	**	39	**	**	**
	10%	**	**	12%	**	**	15%	**	**	**	10%	**	**	**
Fairly Satisfied	140	**	**	23	**	**	29	**	**	**	126	**	**	**
	33%	**	**	36%	**	**	36%	**	**	**	33%	**	**	**
Very Satisfied	204	**	**	23	**	**	36	**	**	**	178	**	**	**
	48%	**	**	36%	**	**	44%	**	**	**	47%	**	**	**
		c								c		c		
Don't Know (DO NOT READ OUT)	17	**	**	4	**	**	*	**	**	**	16	**	**	**
	4%	**	**	6%	**	**	*%	**	**	**	4%	**	**	**
								afjklm						
NET: Satisfied	344	**	**	45	**	**	65	**	**	**	303	**	**	**
	81%	**	**	72%	**	**	80%	**	**	**	80%	**	**	**
										c			c	
NET: Dissatisfied	22	**	**	6	**	**	4	**	**	**	21	**	**	**
	5%	**	**	10%	**	**	4%	**	**	**	5%	**	**	**
				l										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	426	47	30	65	10	37	79	30	29	47	375	23	14	15
Very Dissatisfied	7	**	**	-	**	**	-	**	**	**	7	**	**	**
	2%	**	**	-%	**	**	-%	**	**	**	2%	**	**	**
Fairly Dissatisfied	15	**	**	6	**	**	2	**	**	**	14	**	**	**
	3%	**	**	9%	**	**	2%	**	**	**	4%	**	**	**
				lm										
Neither Satisfied Nor Dissatisfied	43	**	**	7	**	**	12	**	**	**	39	**	**	**
	10%	**	**	12%	**	**	16%	**	**	**	10%	**	**	**
Fairly Satisfied	140	**	**	27	**	**	29	**	**	**	123	**	**	**
	33%	**	**	41%	**	**	37%	**	**	**	33%	**	**	**
				a										
Very Satisfied	204	**	**	21	**	**	36	**	**	**	176	**	**	**
	48%	**	**	32%	**	**	45%	**	**	**	47%	**	**	**
		c								c	c	c	c	
Don't Know (DO NOT READ OUT)	17	**	**	4	**	**	*	**	**	**	16	**	**	**
	4%	**	**	6%	**	**	*%	**	**	**	4%	**	**	**
								fijklm						
NET: Satisfied	344	**	**	48	**	**	65	**	**	**	299	**	**	**
	81%	**	**	73%	**	**	82%	**	**	**	80%	**	**	**
													c	
NET: Dissatisfied	22	**	**	6	**	**	2	**	**	**	21	**	**	**
	5%	**	**	9%	**	**	2%	**	**	**	6%	**	**	**
				l										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Very Dissatisfied	7	**	3	**	**	2	**	**	-	7	-	7	**	7	**
	2%	**	*3%*	**	**	*1%*	**	**	*-%*	*2%*	*-%*	*2%*	**	*2%*	**
Fairly Dissatisfied	15	**	2	**	**	6	**	**	4	12	2	15	**	15	**
	3%	**	*3%*	**	**	*3%*	**	**	*4%*	*3%*	*4%*	*4%*	**	*4%*	**
Neither Satisfied Nor Dissatisfied	43	**	4	**	**	29	**	**	7	36	8	43	**	42	**
	10%	**	*4%*	**	**	*15%* b	**	**	*8%*	*10%*	*12%*	*11%*	**	*10%*	**
Fairly Satisfied	140	**	28	**	**	65	**	**	36	122	17	131	**	137	**
	33%	**	*31%*	**	**	*34%*	**	**	*37%*	*34%*	*27%*	*33%*	**	*33%*	**
Very Satisfied	204	**	52	**	**	86	**	**	46	169	35	186	**	198	**
	48%	**	*57%*	**	**	*45%*	**	**	*47%*	*47%*	*54%*	*47%*	**	*48%*	**
Don't Know (DO NOT READ OUT)	17	**	2	**	**	4	**	**	4	15	2	15	**	17	**
	4%	**	*3%*	**	**	*2%*	**	**	*4%*	*4%*	*3%*	*4%*	**	*4%*	**
NET: Satisfied	344	**	80	**	**	151	**	**	82	292	52	317	**	335	**
	81%	**	*88%*	**	**	*78%*	**	**	*84%*	*81%*	*81%*	*80%*	**	*81%*	**
NET: Dissatisfied	22	**	5	**	**	8	**	**	4	20	2	22	**	22	**
	5%	**	*6%*	**	**	*4%*	**	**	*4%*	*5%*	*4%*	*5%*	**	*5%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**425**	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	**426**	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Very Dissatisfied	**7**	2	2	3	2	3	**	**	**	**	**	**	5	**	**	2	5
	2%	*1%*	*2%*	*2%*	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*3%*
							ai							a			
Fairly Dissatisfied	**15**	4	2	9	8	6	**	**	**	**	**	**	14	**	**	6	7
	3%	*2%*	*2%*	*5%*	*3%*	*4%*	**	**	**	**	**	**	*4%*	**	**	*3%*	*4%*
Neither Satisfied Nor Dissatisfied	**43**	14	11	18	22	18	**	**	**	**	**	**	40	**	**	17	22
	10%	*8%*	*15%*	*11%*	*9%*	*12%*	**	**	**	**	**	**	*10%*	**	**	*9%*	*11%*
Fairly Satisfied	**140**	59	35	46	71	53	**	**	**	**	**	**	124	**	**	58	68
	33%	*34%*	*46%*	*27%*	*30%*	*34%*	**	**	**	**	**	**	*32%*	**	**	*31%*	*36%*
			c				abi										
Very Satisfied	**204**	86	23	89	123	70	**	**	**	**	**	**	193	**	**	93	81
	48%	*49%*	*31%*	*53%*	*52%*	*45%*	**	**	**	**	**	**	*49%*	**	**	*50%*	*43%*
		b		b	cj	c							cj		c		
Don't Know (DO NOT READ OUT)	**17**	10	3	4	10	4	**	**	**	**	**	**	15	**	**	10	6
	4%	*6%*	*3%*	*2%*	*4%*	*3%*	**	**	**	**	**	**	*4%*	**	**	*6%*	*3%*
NET: Satisfied	**344**	145	58	134	194	123	**	**	**	**	**	**	317	**	**	152	149
	81%	*83%*	*77%*	*80%*	*82%*	*79%*	**	**	**	**	**	**	*81%*	**	**	*81%*	*79%*
NET: Dissatisfied	**22**	6	4	13	10	9	**	**	**	**	**	**	19	**	**	8	12
	5%	*3%*	*5%*	*7%*	*4%*	*6%*	**	**	**	**	**	**	*5%*	**	**	*4%*	*6%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	***b**	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Very Dissatisfied	**7**	4	4	4	7	1	2	4	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*1%*	*2%*	**%*	*1%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**15**	6	10	12	13	3	13	12	**	**	**	**	**	**	12	**	**	**	**	**	**	**
	3%	*2%*	*4%*	*4%*	*4%*	*2%*	*5%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**43**	31	22	34	35	16	24	33	**	**	**	**	**	**	33	**	**	**	**	**	**	**
	10%	*12%*	*9%*	*11%*	*10%*	*13%*	*8%*	*12%*	**	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
Fairly Satisfied	**140**	89	84	112	115	48	91	99	**	**	**	**	**	**	108	**	**	**	**	**	**	**
	33%	*34%*	*36%*	*36%*	*34%*	*39%*	*32%*	*34%*	**	**	**	**	**	**	*34%*	**	**	**	**	**	**	**
Very Satisfied	**204**	124	104	138	158	49	140	129	**	**	**	**	**	**	148	**	**	**	**	**	**	**
	48%	*47%*	*45%*	*44%*	*47%*	*40%*	*50%*	*45%*	**	**	**	**	**	**	*47%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**17**	9	9	11	9	6	11	10	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	4%	*3%*	*4%*	*3%*	*3%*	*5%*	*4%*	*4%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
NET: Satisfied	**344**	213	188	250	273	98	231	228	**	**	**	**	**	**	256	**	**	**	**	**	**	**
	81%	*81%*	*80%*	*80%*	*81%*	*79%*	*82%*	*79%*	**	**	**	**	**	**	*81%*	**	**	**	**	**	**	**
NET: Dissatisfied	**22**	10	15	16	20	3	15	16	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	5%	*4%*	*6%*	*5%*	*6%*	*3%*	*5%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	425	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	426	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Very Dissatisfied	7	-	2	2	-	**	-	5	2	-	**	7	**	-	-	7
	2%	-%	4%	2%	-%	**	-%	8%	2%	-%	**	3%	**	-%	-%	3%
								ad								a
Fairly Dissatisfied	15	4	4	4	1	**	6	2	4	1	**	10	**	*	9	6
	3%	6%	6%	3%	1%	**	7%	3%	3%	1%	**	4%	**	1%	5%	2%
Neither Satisfied Nor Dissatisfied	43	11	6	14	3	**	11	6	8	10	**	23	**	8	20	24
	10%	16%	9%	12%	5%	**	12%	10%	8%	13%	**	8%	**	18%	10%	11%
		d												a		
Fairly Satisfied	140	20	23	38	27	**	33	22	32	26	**	92	**	15	75	65
	33%	28%	38%	32%	48%	**	36%	37%	31%	35%	**	34%	**	31%	37%	29%
					ac											
Very Satisfied	204	34	24	56	23	**	41	23	54	35	**	130	**	23	87	117
	48%	48%	40%	48%	41%	**	44%	38%	53%	48%	**	48%	**	47%	44%	52%
Don't Know (DO NOT READ OUT)	17	2	2	4	3	**	2	2	2	2	**	6	**	2	9	8
	4%	2%	3%	3%	6%	**	2%	4%	2%	3%	**	2%	**	4%	4%	4%
NET: Satisfied	344	54	48	94	50	**	74	45	86	61	**	223	**	37	162	182
	81%	76%	77%	80%	89%	**	80%	75%	84%	83%	**	83%	**	78%	81%	80%
					a											
NET: Dissatisfied	22	4	6	6	1	**	6	7	6	1	**	18	**	*	9	13
	5%	6%	10%	5%	1%	**	7%	11%	6%	1%	**	7%	**	1%	5%	6%
			d					d								

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Very Dissatisfied	**7**	4	-	-	7	4	-	-	7	1	2	2	**
	2%	*2%*	*-%*	*-%*	*3%*	*2%*	*-%*	*-%*	*3%*	*1%*	*1%*	*3%*	**
Fairly Dissatisfied	**15**	10	2	7	6	8	4	7	6	2	6	2	**
	3%	*4%*	*4%*	*7%* b	*2%*	*3%*	*6%*	*7%* b	*2%*	*2%*	*3%*	*3%*	**
Neither Satisfied Nor Dissatisfied	**43**	29	5	9	26	27	7	11	24	4	29	5	**
	10%	*11%*	*9%*	*10%*	*11%*	*11%*	*11%*	*13%*	*10%*	*4%*	*13%* a	*9%*	**
Fairly Satisfied	**140**	99	13	29	86	92	20	29	85	35	79	24	**
	33%	*38%*	*27%*	*31%*	*35%*	*38%*	*30%*	*33%*	*34%*	*39%*	*35%*	*42%*	**
Very Satisfied	**204**	108	30	45	113	102	36	35	123	48	101	24	**
	48%	*41%*	*59%* a	*48%*	*47%*	*42%*	*53%*	*40%*	*50%*	*54%*	*45%*	*42%*	**
Don't Know (DO NOT READ OUT)	**17**	10	*	4	5	10	1	6	3	*	9	*	**
	4%	*4%*	*1%*	*4%*	*2%*	*4%*	*1%*	*7%* b	*1%*	*%*	*4%*	*1%*	**
NET: Satisfied	**344**	207	43	73	199	193	57	64	209	83	180	49	**
	81%	*79%*	*86%*	*79%*	*82%*	*80%*	*83%*	*73%*	*84%* a	*93%* b	*80%*	*84%*	**
NET: Dissatisfied	**22**	14	2	7	13	13	4	7	13	3	8	4	**
	5%	*6%*	*4%*	*7%*	*5%*	*5%*	*6%*	*7%*	*5%*	*3%*	*4%*	*6%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Very Dissatisfied	**7**	1	2	2	**	3	2	2	**	4	4	2	2	2	**
	2%	*1%*	*1%*	*4%*	**	*1%*	*1%*	*2%*	**	*2%*	*2%*	*1%*	*1%*	*1%*	**
Fairly Dissatisfied	**15**	4	9	2	**	8	7	2	**	4	8	9	6	6	**
	3%	*4%*	*5%*	*4%*	**	*3%*	*3%*	*2%*	**	*2%*	*4%*	*5%*	*3%*	*4%*	**
Neither Satisfied Nor Dissatisfied	**43**	2	22	2	**	23	23	6	**	27	22	17	21	19	**
	10%	*3%*	*11%* a	*4%*	**	*9%*	*12%*	*6%*	**	*12%*	*10%*	*9%*	*10%*	*11%*	**
Fairly Satisfied	**140**	39	71	18	**	91	72	43	**	80	77	72	86	70	**
	33%	*43%*	*38%*	*44%*	**	*36%*	*38%*	*42%*	**	*36%*	*37%*	*37%*	*42%*	*41%*	**
Very Satisfied	**204**	43	79	15	**	123	82	45	**	95	90	90	85	63	**
	48%	*47%*	*42%*	*38%*	**	*48%*	*43%*	*44%*	**	*43%*	*43%*	*46%*	*41%*	*37%*	**
Don't Know (DO NOT READ OUT)	**17**	2	7	2	**	6	5	4	**	9	9	6	7	10	**
	4%	*2%*	*4%*	*5%*	**	*2%*	*2%*	*4%*	**	*4%*	*4%*	*3%*	*3%*	*6%*	**
NET: Satisfied	**344**	81	151	34	**	214	154	87	**	175	168	161	170	133	**
	81%	*90%* b	*79%*	*82%*	**	*84%*	*81%*	*86%*	**	*80%*	*79%*	*82%*	*83%*	*78%*	**
NET: Dissatisfied	**22**	5	10	4	**	12	8	5	**	8	13	11	8	8	**
	5%	*5%*	*6%*	*9%*	**	*5%*	*4%*	*5%*	**	*4%*	*6%*	*6%*	*4%*	*5%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Very Dissatisfied	**7**	-	-	3	**	**	2	-	**	**	**	**	7	7	7	7	7
	2%	*-%*	*-%*	*3%*	**	**	*1%*	*-%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
				a	**ab**												
Fairly Dissatisfied	**15**	3	7	6	**	**	6	4	**	**	**	**	13	9	13	15	15
	3%	*2%*	*6%*	*5%*	**	**	*3%*	*2%*	**	**	**	**	*3%*	*3%*	*3%*	*4%*	*4%*
Neither Satisfied Nor Dissatisfied	**43**	22	10	8	**	**	29	26	**	**	**	**	39	37	39	37	43
	10%	*13%*	*9%*	*6%*	**	**	*14%*	*14%*	**	**	**	**	*10%*	*11%*	*10%*	*10%*	*10%*
		cd															
Fairly Satisfied	**140**	68	47	47	**	**	83	69	**	**	**	**	131	122	133	129	136
	33%	*41%*	*40%*	*36%*	**	**	*40%*	*37%*	**	**	**	**	*33%*	*36%*	*33%*	*35%*	*33%*
Very Satisfied	**204**	67	49	65	**	**	80	76	**	**	**	**	191	156	191	173	197
	48%	*41%*	*42%*	*50%*	**	**	*39%*	*41%*	**	**	**	**	*48%*	*46%*	*48%*	*46%*	*47%*
Don't Know (DO NOT READ OUT)	**17**	4	4	*	**	**	8	9	**	**	**	**	15	5	15	13	17
	4%	*3%*	*4%*	**%*	**	**	*4%*	*5%*	**	**	**	**	*4%*	*2%*	*4%*	*3%*	*4%*
					c	c											b
NET: Satisfied	**344**	134	97	112	**	**	164	145	**	**	**	**	322	277	323	301	332
	81%	*82%*	*82%*	*86%*	**	**	*78%*	*79%*	**	**	**	**	*81%*	*83%*	*81%*	*81%*	*80%*
NET: Dissatisfied	**22**	3	7	10	**	**	8	4	**	**	**	**	20	16	20	22	22
	5%	*2%*	*6%*	*7%*	**	**	*4%*	*2%*	**	**	**	**	*5%*	*5%*	*5%*	*6%*	*5%*
				a	a												

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Very Dissatisfied	**7**	7	7	2	**	2	**	4	1	-	**	7	-	3	2	2
	2%	*2%*	*2%*	*2%*	**	*1%*	**	*4%* b	*%*	-%	**	*7%* b	-%	*3%*	*1%*	*3%*
Fairly Dissatisfied	**15**	13	13	5	**	7	**	5	8	*	**	13	2	4	11	-
	3%	*4%*	*3%*	*4%*	**	*3%*	**	*5%*	*3%*	*%	**	*13%* b	*1%*	*4%*	*4%*	-%
Neither Satisfied Nor Dissatisfied	**43**	29	43	12	**	28	**	7	28	25	**	18	26	13	26	5
	10%	*10%*	*11%*	*8%*	**	*11%*	**	*8%*	*12%*	*7%*	**	*18%* b	*8%*	*12%*	*10%*	*8%*
Fairly Satisfied	**140**	99	133	62	**	87	**	34	85	130	**	28	111	33	79	27
	33%	*34%*	*33%*	*43%* b	**	*34%*	**	*37%*	*35%*	*35%*	**	*29%*	*34%*	*31%*	*32%*	*40%*
Very Satisfied	**204**	130	190	58	**	122	**	35	110	203	**	28	176	49	126	29
	48%	*45%*	*47%*	*40%*	**	*47%*	**	*39%*	*46%*	*55%*	**	*29%*	*54%* a	*46%*	*50%*	*43%*
Don't Know (DO NOT READ OUT)	**17**	10	17	4	**	12	**	6	8	11	**	4	13	4	8	4
	4%	*4%*	*4%*	*3%*	**	*5%*	**	*7%*	*3%*	*3%*	**	*4%*	*4%*	*4%*	*3%*	*6%*
NET: Satisfied	**344**	229	323	120	**	209	**	69	195	333	**	56	288	82	205	56
	81%	*79%*	*80%*	*83%*	**	*81%*	**	*76%*	*81%*	*90%*	**	*57%*	*88%* a	*77%*	*82%*	*83%*
NET: Dissatisfied	**22**	20	20	8	**	9	**	8	9	*	**	20	2	8	12	2
	5%	*7%*	*5%*	*5%*	**	*4%*	**	*9%* b	*4%*	*%	**	*20%* b	*1%*	*7%*	*5%*	*3%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Very Dissatisfied	**7**	4	**	-	4	3
	2%	*2%*	**	*-%*	*2%*	*2%*
		c	c			
Fairly Dissatisfied	**15**	6	**	6	11	4
	3%	*4%*	**	*3%*	*5%*	*2%*
Neither Satisfied Nor Dissatisfied	**43**	16	**	20	25	18
	10%	*9%*	**	*10%*	*11%*	*9%*
Fairly Satisfied	**140**	57	**	72	78	61
	33%	*33%*	**	*35%*	*35%*	*30%*
Very Satisfied	**204**	88	**	95	97	107
	48%	*51%*	**	*47%*	*44%*	*52%*
Don't Know (DO NOT READ OUT)	**17**	2	**	10	7	10
	4%	*1%*	**	*5%*	*3%*	*5%*
			a			
NET: Satisfied	**344**	146	**	167	175	168
	81%	*84%*	**	*82%*	*79%*	*83%*
		b		b		
NET: Dissatisfied	**22**	11	**	6	14	7
	5%	*6%*	**	*3%*	*7%*	*4%*

Columns Tested: a,b,c - a,b

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	*l
Unweighted total	**425**	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	**426**	35	38	34	53	57	25	25	29	38	34	36	21
Very Dissatisfied	**7**	**	**	**	1	**	**	**	**	**	**	**	**
	2%	**	**	**	*1%*	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**15**	**	**	**	2	**	**	**	**	**	**	**	**
	3%	**	**	**	*5%*	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**43**	**	**	**	6	**	**	**	**	**	**	**	**
	10%	**	**	**	*12%*	**	**	**	**	**	**	**	**
				a									
Fairly Satisfied	**140**	**	**	**	18	**	**	**	**	**	**	**	**
	33%	**	**	**	*34%*	**	**	**	**	**	**	**	**
		bchjk			c	**bchjk**							
Very Satisfied	**204**	**	**	**	22	**	**	**	**	**	**	**	**
	48%	**	**	**	*42%*	**	**	**	**	**	**	**	**
			e	e					e	e	**ade**	e	
Don't Know (DO NOT READ OUT)	**17**	**	**	**	4	**	**	**	**	**	**	**	**
	4%	**	**	**	*7%*	**	**	**	**	**	**	**	**
NET: Satisfied	**344**	**	**	**	40	**	**	**	**	**	**	**	**
	81%	**	**	**	*76%*	**	**	**	**	**	**	**	**
		c									**cdh**		
NET: Dissatisfied	**22**	**	**	**	3	**	**	**	**	**	**	**	**
	5%	**	**	**	*6%*	**	**	**	**	**	**	**	**
									jk				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Very Dissatisfied	**7**	2	1	2	3
	2%	*2%*	**%*	*2%*	*3%*
Fairly Dissatisfied	**15**	4	4	4	2
	3%	*4%*	*3%*	*5%*	*2%*
Neither Satisfied Nor Dissatisfied	**43**	13	12	6	12
	10%	*12%*	*9%*	*7%*	*13%*
Fairly Satisfied	**140**	33	57	31	19
	33%	*31%*	*42%*	*33%*	*21%*
			d		
Very Satisfied	**204**	53	53	45	53
	48%	*49%*	*40%*	*49%*	*58%*
					b
Don't Know (DO NOT READ OUT)	**17**	2	8	4	3
	4%	*2%*	*6%*	*4%*	*3%*
NET: Satisfied	**344**	86	110	76	71
	81%	*80%*	*81%*	*82%*	*79%*
NET: Dissatisfied	**22**	6	5	6	5
	5%	*6%*	*4%*	*7%*	*5%*

Columns Tested: a,b,c,d

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Very Dissatisfied	**2**	2	-	**	**	**	-	-	-	**	**	-
	***%**	*%	-%	**	**	**	-%	-%	-%	**	**	-%
Fairly Dissatisfied	**7**	6	1	**	**	**	1	2	1	**	**	*
	***2%**	*1%*	*4%*	**	**	**	*5%* a	*2%*	*1%*	**	**	*1%*
Neither Satisfied Nor Dissatisfied	**54**	52	2	**	**	**	2	12	6	**	**	5
	***13%**	*13%*	*15%*	**	**	**	*10%*	*11%*	*6%*	**	**	*18%* b
Fairly Satisfied	**141**	135	3	**	**	**	6	32	45	**	**	7
	***33%**	*33%* b	*23%*	**	**	**	*30%*	*30%*	*45%* e	**	**	*23%*
Very Satisfied	**184**	175	6	**	**	**	9	52	37	**	**	13
	***43%**	*43%*	*53%*	**	**	**	*48%*	*48%*	*37%*	**	**	*43%*
Don't Know (DO NOT READ OUT)	**38**	37	1	**	**	**	1	10	11	**	**	4
	***9%**	*9%*	*5%*	**	**	**	*7%*	*9%*	*11%* c	**	**	*15%* c
NET: Satisfied	**325**	310	9	**	**	**	15	84	81	**	**	20
	***76%**	*76%*	*75%*	**	**	**	*78%*	*78%*	*82%* e	** e	**	*67%*
NET: Dissatisfied	**9**	8	1	**	**	**	1	2	1	**	**	*
	***2%**	*2%*	*4%*	**	**	**	*5%*	*2%*	*1%*	**	**	*1%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	426	41	33	63	12	40	81	32	31	47	379	18	13	15
Very Dissatisfied	2	**	**	2	**	**	-	**	**	**	2	**	**	**
	*%	**	**	3%	**	**	-%	**	**	**	*%	**	**	**
Fairly Dissatisfied	7	**	**	-	**	**	2	**	**	**	6	**	**	**
	2%	**	**	-%	**	**	2%	**	**	**	2%	**	**	**
Neither Satisfied Nor Dissatisfied	54	**	**	7	**	**	14	**	**	**	50	**	**	**
	13%	**	**	10%	**	**	17%	**	**	**	13%	**	**	**
		k												
Fairly Satisfied	141	**	**	27	**	**	31	**	**	**	125	**	**	**
	33%	**	**	42%	**	**	38%	**	**	**	33%	**	**	**
Very Satisfied	184	**	**	17	**	**	28	**	**	**	160	**	**	**
	43%	**	**	26%	**	**	35%	**	**	**	42%	**	**	**
		c								cf	c		cfj	c
Don't Know (DO NOT READ OUT)	38	**	**	11	**	**	6	**	**	**	36	**	**	**
	9%	**	**	18%	**	**	7%	**	**	**	9%	**	**	**
				alm				l						
NET: Satisfied	325	**	**	43	**	**	59	**	**	**	286	**	**	**
	76%	**	**	69%	**	**	73%	**	**	**	75%	**	**	**
													cfj	
NET: Dissatisfied	9	**	**	2	**	**	2	**	**	**	8	**	**	**
	2%	**	**	3%	**	**	2%	**	**	**	2%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	426	47	30	65	10	37	79	30	29	47	375	23	14	15
Very Dissatisfied	2	**	**	2	**	**	-	**	**	**	2	**	**	**
	*%	**	**	3%	**	**	-%	**	**	**	*%	**	**	**
Fairly Dissatisfied	7	**	**	-	**	**	2	**	**	**	6	**	**	**
	2%	**	**	-%	**	**	2%	**	**	**	2%	**	**	**
Neither Satisfied Nor Dissatisfied	54	**	**	8	**	**	12	**	**	**	50	**	**	**
	13%	**	**	13%	**	**	16%	**	**	**	13%	**	**	**
		k												
Fairly Satisfied	141	**	**	31	**	**	25	**	**	**	121	**	**	**
	33%	**	**	47%	**	**	32%	**	**	**	32%	**	**	**
				ijl								fijl		
Very Satisfied	184	**	**	11	**	**	36	**	**	**	160	**	**	**
	43%	**	**	17%	**	**	46%	**	**	**	43%	**	**	**
		c					c	c		c	c	c	acfgjk	c
Don't Know (DO NOT READ OUT)	38	**	**	13	**	**	4	**	**	**	36	**	**	**
	9%	**	**	20%	**	**	5%	**	**	**	9%	**	**	**
				afjlm				al						
NET: Satisfied	325	**	**	42	**	**	61	**	**	**	281	**	**	**
	76%	**	**	64%	**	**	77%	**	**	**	75%	**	**	**
												cj	cj	
NET: Dissatisfied	9	**	**	2	**	**	2	**	**	**	8	**	**	**
	2%	**	**	3%	**	**	2%	**	**	**	2%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Very Dissatisfied	2	**	-	**	**	-	**	**	2	2	-	2	**	2	**
	*%	**	-%	**	**	-%	**	**	2%	*%	-%	*%	**	*%	**
Fairly Dissatisfied	7	**	2	**	**	3	**	**	2	5	2	7	**	7	**
	2%	**	2%	**	**	1%	**	**	2%	1%	3%	2%	**	2%	**
Neither Satisfied Nor Dissatisfied	54	**	10	**	**	26	**	**	9	45	9	50	**	51	**
	13%	**	11%	**	**	14%	**	**	9%	12%	14%	13%	**	12%	**
Fairly Satisfied	141	**	18	**	**	71	**	**	42	124	17	130	**	138	**
	33%	**	20%	**	**	37% b	**	**	42% b	34%	26%	33%	**	33%	**
Very Satisfied	184	**	56	**	**	79	**	**	31	151	33	170	**	179	**
	43%	**	62% eh	**	**	41%	**	**	32%	42%	52%	43%	**	43%	**
Don't Know (DO NOT READ OUT)	38	**	5	**	**	14	**	**	13	35	3	37	**	38	**
	9%	**	5%	**	**	7%	**	**	13%	10%	4%	9%	**	9%	**
NET: Satisfied	325	**	75	**	**	150	**	**	73	275	50	300	**	317	**
	76%	**	82%	**	**	78%	**	**	74%	76%	79%	76%	**	76%	**
NET: Dissatisfied	9	**	2	**	**	3	**	**	4	7	2	9	**	9	**
	2%	**	2%	**	**	1%	**	**	4%	2%	3%	2%	**	2%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	425	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	426	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Very Dissatisfied	2	2	-	-	2	-	**	**	**	**	**	**	2	**	**	2	-
	*%	1%	-%	-%	1%	-%	**	**	**	**	**	**	*%	**	**	1%	-%
Fairly Dissatisfied	7	5	*	2	4	3	**	**	**	**	**	**	7	**	**	4	3
	2%	3%	*%	1%	2%	2%	**	**	**	**	**	**	2%	**	**	2%	2%
Neither Satisfied Nor Dissatisfied	54	18	14	22	29	20	**	**	**	**	**	**	50	**	**	23	24
	13%	10%	18%	13%	12%	13%	**	**	**	**	**	**	13%	**	**	12%	13%
Fairly Satisfied	141	61	29	49	68	56	**	**	**	**	**	**	124	**	**	54	73
	33%	35%	39%	29%	29%	36%	**	**	**	**	**	**	32%	**	**	29%	38%
							ai							ai			
Very Satisfied	184	71	30	80	105	68	**	**	**	**	**	**	173	**	**	80	80
	43%	40%	39%	47%	44%	44%	**	**	**	**	**	**	44%	**	**	43%	42%
Don't Know (DO NOT READ OUT)	38	19	2	16	29	7	**	**	**	**	**	**	36	**	**	24	9
	9%	11%	3%	9%	12%	5%	**	**	**	**	**	**	9%	**	**	13%	5%
		b			b											c	
NET: Satisfied	325	131	59	129	173	124	**	**	**	**	**	**	297	**	**	134	152
	76%	75%	78%	76%	73%	80%	**	**	**	**	**	**	76%	**	**	72%	80%
NET: Dissatisfied	9	6	*	2	5	3	**	**	**	**	**	**	8	**	**	5	3
	2%	4%	*%	1%	2%	2%	**	**	**	**	**	**	2%	**	**	3%	2%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Very Dissatisfied	**2**	-	-	-	2	-	-	-	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	-%	-%	-%	*1%*	-%	-%	-%	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**7**	3	2	3	7	2	3	3	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**54**	37	30	47	43	15	32	44	**	**	**	**	**	**	40	**	**	**	**	**	**	**
	13%	*14%*	*13%*	*15%*	*13%*	*12%*	*11%*	*15%*	**	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
Fairly Satisfied	**141**	102	84	114	103	44	89	104	**	**	**	**	**	**	98	**	**	**	**	**	**	**
	33%	*39%* d	*36%*	*37%*	*31%*	*36%*	*32%*	*36%*	**	**	**	**	**	**	*31%*	**	**	**	**	**	**	**
Very Satisfied	**184**	107	96	125	155	51	133	117	**	**	**	**	**	**	147	**	**	**	**	**	**	**
	43%	*41%*	*41%*	*40%*	*46%*	*42%*	*47%*	*41%*	**	**	**	**	**	**	*47%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**38**	14	22	22	27	10	24	20	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	9%	*5%*	*9%*	*7%*	*8%*	*8%*	*8%*	*7%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
NET: Satisfied	**325**	209	180	239	258	95	222	222	**	**	**	**	**	**	245	**	**	**	**	**	**	**
	76%	*79%*	*77%*	*77%*	*77%*	*77%*	*79%*	*77%*	**	**	**	**	**	**	*78%*	**	**	**	**	**	**	**
NET: Dissatisfied	**9**	3	2	3	9	2	3	3	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*3%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	425	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	426	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Very Dissatisfied	2	-	-	-	-	**	-	2	-	-	**	-	**	-	2	-
	*%	-%	-%	-%	-%	**	-%	3%	-%	-%	**	-%	**	-%	1%	-%
Fairly Dissatisfied	7	2	1	*	1	**	2	2	*	2	**	5	**	*	3	4
	2%	3%	1%	*%	1%	**	2%	4%	*%	3%	**	2%	**	*%	2%	2%
Neither Satisfied Nor Dissatisfied	54	4	12	23	7	**	10	10	15	7	**	35	**	6	28	25
	13%	6%	19% a	20% a	13%	**	11%	17%	15%	9%	**	13%	**	12%	14%	11%
Fairly Satisfied	141	26	23	43	21	**	26	17	37	23	**	80	**	17	76	65
	33%	36%	38%	37%	37%	**	28%	28%	36%	32%	**	30%	**	36%	38% b	29%
Very Satisfied	184	30	24	45	24	**	41	25	45	39	**	129	**	21	75	109
	43%	42%	39%	38%	42%	**	44%	41%	45%	53%	**	48%	**	44%	38%	48% a
Don't Know (DO NOT READ OUT)	38	9	2	6	4	**	14	4	4	2	**	21	**	4	16	23
	9%	13%	3%	5%	7%	**	15% cd	7%	4%	3%	**	8%	**	8%	8%	10%
NET: Satisfied	325	56	47	88	45	**	67	42	82	62	**	209	**	39	151	174
	76%	79%	76%	75%	79%	**	72%	69%	81%	85% ab	**	77%	**	80%	76%	77%
NET: Dissatisfied	9	2	1	*	1	**	2	4	*	2	**	5	**	*	5	4
	2%	3%	1%	*%	1%	**	2%	7% c	*%	3%	**	2%	**	*%	2%	2%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Very Dissatisfied	**2**	-	-	2	-	-	-	2	-	-	-	-	**
	***%**	-%	-%	*2%* b	-%	-%	-%	*2%* b	-%	-%	-%	-%	**
Fairly Dissatisfied	**7**	3	-	1	6	1	2	1	6	1	3	*	**
	2%	*1%*	-%	*1%*	*3%*	*1%*	*3%*	*1%*	*3%*	*1%*	*1%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**54**	43	4	16	26	41	5	18	25	7	33	8	**
	13%	*16%*	*8%*	*17%*	*11%*	*17%*	*8%*	*21%* b	*10%*	*7%*	*15%*	*14%*	**
Fairly Satisfied	**141**	98	16	34	69	90	24	33	71	36	87	24	**
	33%	*38%*	*31%*	*37%*	*29%*	*37%*	*35%*	*37%*	*28%*	*40%*	*39%*	*42%*	**
Very Satisfied	**184**	102	23	31	124	95	29	25	130	44	89	21	**
	43%	*39%*	*45%*	*33%*	*51%* a	*39%*	*43%*	*28%*	*52%* a	*49%*	*39%*	*37%*	**
Don't Know (DO NOT READ OUT)	**38**	15	8	10	17	15	8	10	17	3	14	4	**
	9%	*6%*	*15%* a	*10%*	*7%*	*6%*	*11%*	*11%*	*7%*	*3%*	*6%*	*7%*	**
NET: Satisfied	**325**	200	39	65	193	185	53	57	201	80	176	45	**
	76%	*77%*	*76%*	*70%*	*80%*	*76%*	*78%*	*66%*	*81%* a	*89%* b	*78%*	*79%*	**
NET: Dissatisfied	**9**	3	-	3	6	1	2	2	6	1	3	*	**
	2%	*1%*	-%	*3%*	*3%*	*1%*	*3%*	*3%*	*3%*	*1%*	*1%*	*1%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Very Dissatisfied	**2**	-	-	-	**	-	2	-	**	-	-	2	-	-	**
	***%**	-%	-%	-%	**	-%	*1%*	-%	**	-%	-%	*1%*	-%	-%	**
Fairly Dissatisfied	**7**	1	1	1	**	7	4	3	**	3	2	3	3	1	**
	2%	*1%*	*1%*	*2%*	**	*3%*	*2%*	*3%*	**	*2%*	*1%*	*2%*	*1%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**54**	11	25	4	**	32	26	7	**	33	30	31	33	26	**
	13%	*13%*	*13%*	*9%*	**	*13%*	*14%*	*7%*	**	*15%*	*14%*	*16%*	*16%*	*15%*	**
Fairly Satisfied	**141**	35	65	17	**	72	52	35	**	90	80	69	79	72	**
	33%	*39%*	*34%*	*41%*	**	*28%*	*27%*	*35%*	**	*41%*	*38%*	*35%*	*38%*	*42%*	**
Very Satisfied	**184**	37	79	16	**	129	89	46	**	85	84	79	83	58	**
	43%	*41%*	*42%*	*40%*	**	*50%*	*47%*	*46%*	**	*39%*	*40%*	*40%*	*40%*	*34%*	**
Don't Know (DO NOT READ OUT)	**38**	6	20	4	**	15	17	10	**	8	17	12	9	13	**
	9%	*7%*	*10%*	*9%*	**	*6%*	*9%*	*10%*	**	*4%*	*8%*	*6%*	*4%*	*8%*	**
											a				
NET: Satisfied	**325**	72	144	33	**	200	141	82	**	175	163	148	161	131	**
	76%	*79%*	*76%*	*80%*	**	*79%*	*74%*	*81%*	**	*80%*	*77%*	*75%*	*78%*	*77%*	**
NET: Dissatisfied	**9**	1	1	1	**	7	6	3	**	3	2	5	3	1	**
	2%	*1%*	*1%*	*2%*	**	*3%*	*3%*	*3%*	**	*2%*	*1%*	*2%*	*1%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Very Dissatisfied	**2**	2	-	-	**	**	2	2	**	**	**	**	2	2	2	2	2
	***%**	*1%*	*-%*	*-%*	**	**	*1%*	*1%*	**	**	**	**	*%*	*1%*	*%*	*%*	*%*
Fairly Dissatisfied	**7**	4	2	1	**	**	4	3	**	**	**	**	3	3	3	5	7
	2%	*3%*	*2%*	*1%*	**	**	*2%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**54**	27	15	16	**	**	33	26	**	**	**	**	51	46	53	49	52
	13%	*17%*	*13%*	*12%*	**	**	*16%*	*14%*	**	**	**	**	*13%*	*14%*	*13%*	*13%*	*12%*
Fairly Satisfied	**141**	61	44	41	**	**	76	76	**	**	**	**	131	112	131	122	141
	33%	*37%*	*37%*	*32%*	**	**	*37%*	*41%*	**	**	**	**	*33%*	*33%*	*33%*	*33%*	*34%*
Very Satisfied	**184**	63	47	67	**	**	83	68	**	**	**	**	172	144	172	166	177
	43%	*39%*	*40%*	*51%* a	**	**	*40%*	*37%*	**	**	**	**	*44%*	*43%*	*43%*	*44%*	*43%*
Don't Know (DO NOT READ OUT)	**38**	6	10	5	**	**	10	11	**	**	**	**	36	28	36	29	36
	9%	*4%*	*8%*	*4%*	** a	**	*5%*	*6%*	**	**	**	**	*9%*	*8%*	*9%*	*8%*	*9%*
NET: Satisfied	**325**	124	90	108	**	**	159	144	**	**	**	**	303	256	303	288	318
	76%	*76%*	*77%*	*83%*	**	**	*76%*	*78%*	**	**	**	**	*77%*	*76%*	*76%*	*77%*	*77%*
NET: Dissatisfied	**9**	6	2	1	**	**	6	4	**	**	**	**	5	5	5	7	9
	2%	*4%*	*2%*	*1%*	**	**	*3%*	*2%*	**	**	**	**	*1%*	*2%*	*1%*	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Very Dissatisfied	**2**	2	2	-	**	2	**	-	2	-	**	-	2	-	2	-
	***%**	*1%*	**%*	*-%*	**	*1%*	**	*-%*	*1%*	*-%*	**	*-%*	*1%*	*-%*	*1%*	*-%*
Fairly Dissatisfied	**7**	5	5	3	**	5	**	4	1	2	**	3	4	2	3	2
	2%	*2%*	*1%*	*2%*	**	*2%*	**	*4%* b	*1%*	*1%*	**	*3%*	*1%*	*2%*	*1%*	*3%*
Neither Satisfied Nor Dissatisfied	**54**	41	53	21	**	29	**	14	32	31	**	15	38	11	34	9
	13%	*14%*	*13%*	*15%*	**	*11%*	**	*15%*	*14%*	*8%*	**	*16%*	*12%*	*11%*	*13%*	*13%*
Fairly Satisfied	**141**	92	133	56	**	94	**	39	82	132	**	38	103	34	83	24
	33%	*32%*	*33%*	*39%*	**	*37%*	**	*43%*	*34%*	*36%*	**	*39%*	*31%*	*32%*	*33%*	*35%*
Very Satisfied	**184**	123	173	52	**	112	**	30	104	176	**	29	155	46	110	29
	43%	*43%*	*43%*	*36%*	**	*43%*	**	*33%*	*44%*	*48%*	**	*30%*	*47%* a	*43%*	*44%*	*42%*
Don't Know (DO NOT READ OUT)	**38**	25	37	12	**	16	**	4	18	29	**	13	25	13	21	4
	9%	*9%*	*9%*	*8%*	**	*6%*	**	*5%*	*7%*	*8%*	**	*13%*	*8%*	*12%*	*8%*	*6%*
NET: Satisfied	**325**	216	306	108	**	207	**	69	186	308	**	67	258	80	193	52
	76%	*75%*	*76%*	*75%*	**	*80%*	**	*76%*	*78%*	*83%*	**	*69%*	*79%* a	*75%*	*77%*	*78%*
NET: Dissatisfied	**9**	7	7	3	**	7	**	4	3	2	**	3	6	2	4	2
	2%	*2%*	*2%*	*2%*	**	*3%*	**	*4%*	*1%*	*1%*	**	*3%*	*2%*	*2%*	*2%*	*3%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Very Dissatisfied	**2**	2	**	-	-	2
	***%**	*1%*	**	-%	-%	*1%*
Fairly Dissatisfied	**7**	2	**	3	1	6
	2%	*1%*	**	*2%*	**%*	*3%*
						a
Neither Satisfied Nor Dissatisfied	**54**	14	**	33	29	25
	13%	*8%*	**	*16%*	*13%*	*12%*
				a		
Fairly Satisfied	**141**	63	**	67	91	50
	33%	*36%*	**	*33%*	*41%*	*25%*
					b	
Very Satisfied	**184**	79	**	78	87	97
	43%	*45%*	**	*38%*	*39%*	*48%*
			c			
Don't Know (DO NOT READ OUT)	**38**	15	**	23	15	23
	9%	*8%*	**	*11%*	*7%*	*11%*
				b		
NET: Satisfied	**325**	142	**	144	178	148
	76%	*81%*	**	*71%*	*80%*	*73%*
		c				
NET: Dissatisfied	**9**	4	**	3	1	8
	2%	*2%*	**	*2%*	**%*	*4%*
						a

Columns Tested: a,b,c - a,b

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	***f**	***g**	h	i	j	k	***l**
Unweighted total	**425**	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	**426**	35	38	34	53	57	25	25	29	38	34	36	21
Very Dissatisfied	**2**	**	**	**	2	**	**	**	**	**	**	**	**
	***%**	**	**	**	*3%*	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**7**	**	**	**	-	**	**	**	**	**	**	**	**
	***2%**	**	**	**	-%	**	**	**	**	**	**	**	**
									d				
Neither Satisfied Nor Dissatisfied	**54**	**	**	**	7	**	**	**	**	**	**	**	**
	***13%**	**	**	**	*13%*	**	**	**	**	**	**	**	**
				dehij									
Fairly Satisfied	**141**	**	**	**	18	**	**	**	**	**	**	**	**
	***33%**	**	**	**	*34%*	**	**	**	**	**	**	**	**
						ch							
Very Satisfied	**184**	**	**	**	20	**	**	**	**	**	**	**	**
	***43%**	**	**	**	*38%*	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**38**	**	**	**	6	**	**	**	**	**	**	**	**
	***9%**	**	**	**	*12%*	**	**	**	**	**	**	**	**
		ce							**ce**				
NET: Satisfied	**325**	**	**	**	38	**	**	**	**	**	**	**	**
	***76%**	**	**	**	*72%*	**	**	**	**	**	**	**	**
NET: Dissatisfied	**9**	**	**	**	2	**	**	**	**	**	**	**	**
	***2%**	**	**	**	*3%*	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Collection time of items you are sending (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Very Dissatisfied	**2**	-	2	-	-
	***%**	-%	*1%*	-%	-%
Fairly Dissatisfied	**7**	*	3	4	-
	***2%**	*%*	*2%*	*4%*	-%
				d	
Neither Satisfied Nor Dissatisfied	**54**	22	13	7	12
	***13%**	*20%*	*10%*	*7%*	*13%*
		bc			
Fairly Satisfied	**141**	35	49	29	28
	***33%**	*32%*	*36%*	*32%*	*31%*
Very Satisfied	**184**	42	59	40	44
	***43%**	*39%*	*43%*	*43%*	*48%*
Don't Know (DO NOT READ OUT)	**38**	9	10	12	7
	***9%**	*8%*	*7%*	*13%*	*8%*
NET: Satisfied	**325**	77	108	69	72
	***76%**	*71%*	*80%*	*75%*	*79%*
NET: Dissatisfied	**9**	*	4	4	-
	***2%**	*%*	*3%*	*4%*	-%
				d	

Columns Tested: a,b,c,d

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Very Dissatisfied	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	**	**	*-%*
Fairly Dissatisfied	**9**	9	*	**	**	**	1	4	2	**	**	-
	2%	*2%*	*2%*	**	**	**	*3%*	*4%*	*2%*	**	**	*-%*
Neither Satisfied Nor Dissatisfied	**41**	39	1	**	**	**	2	12	6	**	**	3
	10%	*10%*	*12%*	**	**	**	*10%*	*11%*	*6%*	**	**	*11%*
Fairly Satisfied	**124**	119	3	**	**	**	5	26	40	**	**	5
	29%	*29%*	*25%*	**	**	**	*26%*	*24%*	*40%*	**	**	*18%*
									ae			
Very Satisfied	**217**	207	7	**	**	**	10	54	43	**	**	17
	51%	*51%*	*55%*	**	**	**	*53%*	*50%*	*43%*	**	**	*57%*
										b		
Don't Know (DO NOT READ OUT)	**35**	33	1	**	**	**	2	12	8	**	**	4
	8%	*8%*	*6%*	**	**	**	*8%*	*11%*	*8%*	**	**	*15%*
								c				c
NET: Satisfied	**341**	325	10	**	**	**	15	80	83	**	**	22
	80%	*80%*	*80%*	**	**	**	*79%*	*75%*	*84%*	**	**	*75%*
										ae		
NET: Dissatisfied	**9**	9	*	**	**	**	1	4	2	**	**	-
	2%	*2%*	*2%*	**	**	**	*3%*	*4%*	*2%*	**	**	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	426	41	33	63	12	40	81	32	31	47	379	18	13	15
Very Dissatisfied	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Fairly Dissatisfied	9	**	**	-	**	**	4	**	**	**	8	**	**	**
	2%	**	**	-%	**	**	5%	**	**	**	2%	**	**	**
														cj
Neither Satisfied Nor Dissatisfied	41	**	**	6	**	**	10	**	**	**	37	**	**	**
	10%	**	**	9%	**	**	13%	**	**	**	10%	**	**	**
Fairly Satisfied	124	**	**	19	**	**	33	**	**	**	110	**	**	**
	29%	**	**	31%	**	**	41%	**	**	**	29%	**	**	**
							i							i
Very Satisfied	217	**	**	26	**	**	30	**	**	**	192	**	**	**
	51%	**	**	42%	**	**	37%	**	**	**	51%	**	**	**
		f								f			cfj	
Don't Know (DO NOT READ OUT)	35	**	**	11	**	**	4	**	**	**	31	**	**	**
	8%	**	**	18%	**	**	5%	**	**	**	8%	**	**	**
				afjlm				l				l		
NET: Satisfied	341	**	**	46	**	**	63	**	**	**	303	**	**	**
	80%	**	**	73%	**	**	78%	**	**	**	80%	**	**	**
													c	
NET: Dissatisfied	9	**	**	-	**	**	4	**	**	**	8	**	**	**
	2%	**	**	-%	**	**	5%	**	**	**	2%	**	**	**
														cj

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	426	47	30	65	10	37	79	30	29	47	375	23	14	15
Very Dissatisfied	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Fairly Dissatisfied	9	**	**	-	**	**	4	**	**	**	8	**	**	**
	2%	**	**	-%	**	**	5%	**	**	**	2%	**	**	**
														cj
Neither Satisfied Nor Dissatisfied	41	**	**	7	**	**	8	**	**	**	37	**	**	**
	10%	**	**	12%	**	**	10%	**	**	**	10%	**	**	**
Fairly Satisfied	124	**	**	25	**	**	26	**	**	**	106	**	**	**
	29%	**	**	38%	**	**	33%	**	**	**	28%	**	**	**
		i		i								i		i
Very Satisfied	217	**	**	17	**	**	39	**	**	**	192	**	**	**
	51%	**	**	26%	**	**	50%	**	**	**	51%	**	**	**
		c					c			ck	c		cgjkm	c
Don't Know (DO NOT READ OUT)	35	**	**	15	**	**	2	**	**	**	31	**	**	**
	8%	**	**	24%	**	**	3%	**	**	**	8%	**	**	**
				afjlm				afl						
NET: Satisfied	341	**	**	42	**	**	65	**	**	**	298	**	**	**
	80%	**	**	65%	**	**	83%	**	**	**	80%	**	**	**
		c					c				c		c	c
NET: Dissatisfied	9	**	**	-	**	**	4	**	**	**	8	**	**	**
	2%	**	**	-%	**	**	5%	**	**	**	2%	**	**	**
														cj

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Very Dissatisfied	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Fairly Dissatisfied	9	**	5	**	**	2	**	**	*	7	2	9	**	9	**
	2%	**	5%	**	**	1%	**	**	*%	2%	3%	2%	**	2%	**
			h												
Neither Satisfied Nor Dissatisfied	41	**	3	**	**	27	**	**	6	38	3	40	**	39	**
	10%	**	3%	**	**	14%	**	**	6%	10%	5%	10%	**	9%	**
						bh									
Fairly Satisfied	124	**	21	**	**	63	**	**	32	105	18	113	**	121	**
	29%	**	23%	**	**	32%	**	**	33%	29%	29%	29%	**	29%	**
Very Satisfied	217	**	60	**	**	89	**	**	45	179	38	200	**	212	**
	51%	**	65%	**	**	46%	**	**	46%	50%	59%	50%	**	51%	**
			eh												
Don't Know (DO NOT READ OUT)	35	**	3	**	**	11	**	**	15	32	3	34	**	35	**
	8%	**	4%	**	**	6%	**	**	15%	9%	4%	9%	**	8%	**
									be						
NET: Satisfied	341	**	81	**	**	152	**	**	77	285	56	313	**	333	**
	80%	**	88%	**	**	79%	**	**	79%	79%	87%	79%	**	80%	**
													a		
NET: Dissatisfied	9	**	5	**	**	2	**	**	*	7	2	9	**	9	**
	2%	**	5%	**	**	1%	**	**	*%	2%	3%	2%	**	2%	**
			h												

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 113 (continuation)

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**425**	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	**426**	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Very Dissatisfied	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*
Fairly Dissatisfied	**9**	6	*	3	4	5	**	**	**	**	**	**	9	**	**	2	5
	2%	*4%*	**%*	*2%*	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*3%*
Neither Satisfied Nor Dissatisfied	**41**	14	8	19	20	14	**	**	**	**	**	**	34	**	**	14	21
	10%	*8%*	*11%*	*11%*	*8%*	*9%*	**	**	**	**	**	**	*9%*	**	**	*7%*	*11%*
							abi							**abi**			
Fairly Satisfied	**124**	46	27	49	60	56	**	**	**	**	**	**	116	**	**	51	64
	29%	*26%*	*36%*	*29%*	*25%*	*36%*	**	**	**	**	**	**	*30%*	**	**	*27%*	*34%*
						a											a
Very Satisfied	**217**	92	37	84	127	72	**	**	**	**	**	**	200	**	**	102	90
	51%	*53%*	*50%*	*50%*	*54%*	*47%*	**	**	**	**	**	**	*51%*	**	**	*54%*	*47%*
Don't Know (DO NOT READ OUT)	**35**	18	2	14	25	7	**	**	**	**	**	**	32	**	**	19	9
	8%	*10%*	*3%*	*8%*	*11%*	*5%*	**	**	**	**	**	**	*8%*	**	**	*10%*	*5%*
					b										c		
NET: Satisfied	**341**	137	65	133	187	129	**	**	**	**	**	**	316	**	**	152	154
	80%	*79%*	*86%*	*79%*	*79%*	*83%*	**	**	**	**	**	**	*81%*	**	**	*82%*	*81%*
NET: Dissatisfied	**9**	6	*	3	4	5	**	**	**	**	**	**	9	**	**	2	5
	2%	*4%*	**%*	*2%*	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*3%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**9**	5	2	5	7	*	6	5	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*2%*	**%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**41**	24	23	33	30	17	22	30	**	**	**	**	**	**	26	**	**	**	**	**	**	**
	10%	*9%*	*10%*	*11%*	*9%*	*14%*	*8%*	*10%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
Fairly Satisfied	**124**	92	74	102	94	38	82	93	**	**	**	**	**	**	91	**	**	**	**	**	**	**
	29%	*35%*	*32%*	*33%*	*28%*	*31%*	*29%*	*32%*	**	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
Very Satisfied	**217**	127	113	147	182	55	149	139	**	**	**	**	**	**	174	**	**	**	**	**	**	**
	51%	*48%*	*48%*	*47%*	*54%*	*45%*	*53%*	*48%*	**	**	**	**	**	**	*55%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**35**	15	22	23	23	12	22	21	**	**	**	**	**	**	18	**	**	**	**	**	**	**
	8%	*6%*	*9%*	*8%*	*7%*	*10%*	*8%*	*7%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
NET: Satisfied	**341**	220	187	249	276	93	231	232	**	**	**	**	**	**	265	**	**	**	**	**	**	**
	80%	*83%*	*80%*	*80%*	*82%*	*76%*	*82%*	*81%*	**	**	**	**	**	**	*84%*	**	**	**	**	**	**	**
NET: Dissatisfied	**9**	5	2	5	7	*	6	5	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*2%*	**%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	425	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	426	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Very Dissatisfied	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Fairly Dissatisfied	9	2	2	1	1	**	2	1	2	3	**	5	**	*	5	4
	2%	3%	4%	1%	1%	**	2%	1%	2%	4%	**	2%	**	*%	3%	2%
Neither Satisfied Nor Dissatisfied	41	10	4	14	6	**	8	3	13	6	**	22	**	5	15	26
	10%	14%	7%	12%	10%	**	8%	5%	13%	8%	**	8%	**	11%	8%	11%
Fairly Satisfied	124	22	20	41	18	**	25	18	31	20	**	73	**	15	71	52
	29%	31%	32%	35%	33%	**	27%	30%	30%	28%	**	27%	**	31%	36% b	23%
Very Satisfied	217	29	31	56	28	**	46	37	52	42	**	151	**	24	90	127
	51%	41%	51%	48%	50%	**	49%	61%	51%	58%	**	56%	**	49%	45%	56% a
Don't Know (DO NOT READ OUT)	35	8	4	6	4	**	13	2	4	2	**	17	**	4	18	17
	8%	11%	7%	5%	7%	**	14% bcd	3%	4%	3%	**	6%	**	8%	9%	7%
NET: Satisfied	341	52	51	97	47	**	70	55	83	63	**	224	**	39	161	179
	80%	72%	83%	83%	83%	**	76%	91% a	81%	85%	**	83%	**	80%	81%	79%
NET: Dissatisfied	9	2	2	1	1	**	2	1	2	3	**	5	**	*	5	4
	2%	3%	4%	1%	1%	**	2%	1%	2%	4%	**	2%	**	*%	3%	2%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Fairly Dissatisfied	**9**	5	-	1	6	3	3	1	7	1	5	1	**
	2%	*2%*	*-%*	*1%*	*3%*	*1%*	*4%*	*1%*	*3%*	*2%*	*2%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**41**	27	6	12	18	25	8	14	16	1	22	4	**
	10%	*10%*	*13%*	*13%*	*7%*	*10%*	*12%*	*16%* b	*6%*	*2%*	*10%* a	*8%* a	**
Fairly Satisfied	**124**	92	10	32	62	88	14	30	64	30	81	21	**
	29%	*35%* b	*21%*	*34%*	*26%*	*36%* b	*20%*	*34%*	*26%*	*33%*	*36%*	*37%*	**
Very Satisfied	**217**	121	25	37	145	111	35	31	151	54	104	27	**
	51%	*47%*	*50%*	*40%*	*60%* a	*46%*	*52%*	*35%*	*61%* a	*60%* b	*46%*	*47%*	**
Don't Know (DO NOT READ OUT)	**35**	15	8	12	11	15	8	12	11	3	15	4	**
	8%	*6%*	*16%* a	*13%* b	*5%*	*6%*	*12%*	*13%* b	*5%*	*4%*	*6%*	*7%*	**
NET: Satisfied	**341**	213	36	69	207	200	50	61	215	84	185	48	**
	80%	*82%*	*71%*	*74%*	*85%* a	*82%*	*72%*	*70%*	*86%* a	*93%* b	*82%*	*84%*	**
NET: Dissatisfied	**9**	5	-	1	6	3	3	1	7	1	5	1	**
	2%	*2%*	*-%*	*1%*	*3%*	*1%*	*4%*	*1%*	*3%*	*2%*	*2%*	*1%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Very Dissatisfied	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fairly Dissatisfied	**9**	1	1	1	**	7	4	3	**	5	2	4	5	3	**
	2%	*2%*	*1%*	*2%*	**	*3%*	*2%*	*3%*	**	*2%*	*1%*	*2%*	*2%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**41**	6	17	3	**	22	16	8	**	20	20	21	15	15	**
	10%	*7%*	*9%*	*7%*	**	*8%*	*8%*	*8%*	**	*9%*	*10%*	*11%*	*8%*	*9%*	**
Fairly Satisfied	**124**	30	63	13	**	64	55	26	**	83	72	60	74	63	**
	29%	*33%*	*33%*	*32%*	**	*25%*	*29%*	*26%*	**	*38%*	*34%*	*31%*	*36%*	*37%*	**
Very Satisfied	**217**	47	89	21	**	148	100	57	**	103	101	98	102	75	**
	51%	*52%*	*47%*	*50%*	**	*58%*	*52%*	*56%*	**	*47%*	*48%*	*50%*	*50%*	*44%*	**
Don't Know (DO NOT READ OUT)	**35**	6	20	4	**	14	15	8	**	8	17	14	9	15	**
	8%	*7%*	*10%*	*9%*	**	*5%*	*8%*	*7%*	**	*4%*	*8%*	*7%*	*4%*	*9%*	**
											a				
NET: Satisfied	**341**	76	152	34	**	212	155	83	**	186	172	157	176	138	**
	80%	*84%*	*80%*	*82%*	**	*83%*	*81%*	*82%*	**	*85%*	*82%*	*80%*	*86%*	*81%*	**
NET: Dissatisfied	**9**	1	1	1	**	7	4	3	**	5	2	4	5	3	**
	2%	*2%*	*1%*	*2%*	**	*3%*	*2%*	*3%*	**	*2%*	*1%*	*2%*	*2%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Very Dissatisfied	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**9**	3	2	2	**	**	7	4	**	**	**	**	6	3	6	9	9
	2%	*2%*	*2%*	*1%*	**	**	*3%*	*2%*	**	**	**	**	*1%*	*1%*	*1%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**41**	17	12	13	**	**	19	17	**	**	**	**	39	35	41	36	39
	10%	*11%*	*10%*	*10%*	**	**	*9%*	*9%*	**	**	**	**	*10%*	*10%*	*10%*	*10%*	*9%*
Fairly Satisfied	**124**	56	37	34	**	**	76	66	**	**	**	**	113	97	113	106	124
	29%	*34%*	*32%*	*26%*	**	**	*36%*	*36%*	**	**	**	**	*29%*	*29%*	*28%*	*28%*	*30%*
Very Satisfied	**217**	80	56	74	**	**	97	84	**	**	**	**	207	177	207	194	208
	51%	*49%*	*48%*	*57%*	**	**	*46%*	*46%*	**	**	**	**	*52%*	*53%*	*52%*	*52%*	*50%*
Don't Know (DO NOT READ OUT)	**35**	7	10	8	**	**	11	13	**	**	**	**	30	23	30	27	35
	8%	*4%*	*8%*	*6%*	**	**	*5%*	*7%*	**	**	**	**	*8%*	*7%*	*8%*	*7%*	*8%*
NET: Satisfied	**341**	137	94	108	**	**	173	151	**	**	**	**	320	274	320	300	331
	80%	*84%*	*79%*	*83%*	**	**	*83%*	*82%*	**	**	**	**	*81%*	*82%*	*81%*	*81%*	*80%*
NET: Dissatisfied	**9**	3	2	2	**	**	7	4	**	**	**	**	6	3	6	9	9
	2%	*2%*	*2%*	*1%*	**	**	*3%*	*2%*	**	**	**	**	*1%*	*1%*	*1%*	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Very Dissatisfied	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**9**	9	7	5	**	7	**	4	5	3	**	5	4	3	6	-
	2%	*3%*	*2%*	*4%*	**	*3%*	**	*4%*	*2%*	*1%*	**	*5%* b	*1%*	*3%*	*3%*	*-%*
Neither Satisfied Nor Dissatisfied	**41**	24	41	14	**	22	**	6	24	24	**	14	27	12	21	8
	10%	*8%*	*10%*	*10%*	**	*9%*	**	*6%*	*10%*	*7%*	**	*15%*	*8%* a	*11%*	*8%*	*12%*
Fairly Satisfied	**124**	81	116	44	**	80	**	38	73	114	**	28	95	25	82	17
	29%	*28%*	*29%*	*31%*	**	*31%*	**	*42%*	*31%*	*31%*	**	*29%*	*29%*	*23%*	*33%*	*25%*
Very Satisfied	**217**	151	205	68	**	131	**	40	116	203	**	39	178	53	125	38
	51%	*52%*	*51%*	*47%*	**	*51%*	**	*43%*	*49%*	*55%*	**	*40%*	*54%* a	*50%*	*50%*	*56%*
Don't Know (DO NOT READ OUT)	**35**	23	34	12	**	18	**	4	20	25	**	11	24	14	17	4
	8%	*8%*	*8%*	*8%*	**	*7%*	**	*5%*	*8%*	*7%*	**	*11%*	*7%*	*13%*	*7%*	*6%*
NET: Satisfied	**341**	232	321	113	**	211	**	77	190	317	**	67	274	79	207	55
	80%	*80%*	*80%*	*78%*	**	*82%*	**	*85%*	*79%*	*86%*	**	*69%*	*83%* a	*73%*	*82%*	*82%*
NET: Dissatisfied	**9**	9	7	5	**	7	**	4	5	3	**	5	4	3	6	-
	2%	*3%*	*2%*	*4%*	**	*3%*	**	*4%*	*2%*	*1%*	**	*5%* b	*1%*	*3%*	*3%*	*-%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Very Dissatisfied	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Fairly Dissatisfied	**9**	5	**	3	5	5
	2%	*3%*	**	*1%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**41**	12	**	23	20	21
	10%	*7%*	**	*11%*	*9%*	*10%*
Fairly Satisfied	**124**	43	**	65	77	47
	29%	*25%*	**	*32%*	*35%* b	*23%*
Very Satisfied	**217**	101	**	94	103	114
	51%	*58%* c	**	*46%*	*46%*	*56%* a
Don't Know (DO NOT READ OUT)	**35**	13	**	20	17	17
	8%	*8%*	**	*10%*	*8%*	*8%*
NET: Satisfied	**341**	144	**	159	180	161
	80%	*83%*	**	*78%*	*81%*	*79%*
NET: Dissatisfied	**9**	5	**	3	5	5
	2%	*3%*	**	*1%*	*2%*	*2%*

Columns Tested: a,b,c - a,b

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	*l
Unweighted total	**425**	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	**426**	35	38	34	53	57	25	25	29	38	34	36	21
Very Dissatisfied	**-**	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	*-%*	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**9**	**	**	**	2	**	**	**	**	**	**	**	**
	2%	**	**	**	*3%*	**	**	**	**	**	**	**	**
									abcejk				
Neither Satisfied Nor Dissatisfied	**41**	**	**	**	3	**	**	**	**	**	**	**	**
	10%	**	**	**	*6%*	**	**	**	**	**	**	**	**
			a	**ah**		a				a		a	
Fairly Satisfied	**124**	**	**	**	14	**	**	**	**	**	**	**	**
	29%	**	**	**	*27%*	**	**	**	**	**	**	**	**
		c				**cdh**							
Very Satisfied	**217**	**	**	**	27	**	**	**	**	**	**	**	**
	51%	**	**	**	*51%*	**	**	**	**	**	**	**	**
				e							e		
Don't Know (DO NOT READ OUT)	**35**	**	**	**	6	**	**	**	**	**	**	**	**
	8%	**	**	**	*12%*	**	**	**	**	**	**	**	**
		cej							**cej**				
NET: Satisfied	**341**	**	**	**	41	**	**	**	**	**	**	**	**
	80%	**	**	**	*78%*	**	**	**	**	**	**	**	**
											h		
NET: Dissatisfied	**9**	**	**	**	2	**	**	**	**	**	**	**	**
	2%	**	**	**	*3%*	**	**	**	**	**	**	**	**
									abcejk				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Collection reliability (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Very Dissatisfied	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**9**	*	3	6	-
	2%	**%*	*2%*	*6%*	*-%*
				ad	
Neither Satisfied Nor Dissatisfied	**41**	12	11	9	10
	10%	*11%*	*8%*	*10%*	*11%*
Fairly Satisfied	**124**	32	44	22	26
	29%	*30%*	*32%*	*24%*	*29%*
Very Satisfied	**217**	54	68	45	50
	51%	*50%*	*50%*	*49%*	*55%*
Don't Know (DO NOT READ OUT)	**35**	10	10	11	5
	8%	*9%*	*7%*	*11%*	*5%*
NET: Satisfied	**341**	86	112	67	76
	80%	*80%*	*83%*	*73%*	*84%*
NET: Dissatisfied	**9**	*	3	6	-
	2%	**%*	*2%*	*6%*	*-%*
				ad	

Columns Tested: a,b,c,d

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Very Dissatisfied	**2**	2	-	**	**	**	-	-	-	**	**	-
	***%**	*1%*	*-%*	**	**	**	*-%*	*-%*	*-%*	**	**	*-%*
Fairly Dissatisfied	**8**	7	*	**	**	**	1	5	-	**	**	*
	2%	*2%*	*2%*	**	**	**	*4%*	*4%*	*-%*	**	**	*1%*
Neither Satisfied Nor Dissatisfied	**71**	70	1	**	**	**	2	21	20	**	**	3
	17%	*17%* f	*11%*	**	**	**	*9%*	*20%*	*21%*	**	**	*11%*
Fairly Satisfied	**141**	134	4	**	**	**	7	31	43	**	**	11
	33%	*33%*	*35%*	**	**	**	*38%*	*29%*	*43%*	**	**	*36%*
Very Satisfied	**173**	165	6	**	**	**	8	40	30	**	**	13
	41%	*41%*	*47%*	**	**	**	*42%*	*37%*	*31%*	** b	**	*43%*
Don't Know (DO NOT READ OUT)	**31**	29	1	**	**	**	2	10	6	**	**	2
	7%	*7%*	*6%*	**	**	**	*8%*	*10%*	*6%*	**	**	*8%*
NET: Satisfied	**314**	298	10	**	**	**	16	71	73	**	**	23
	74%	*73%*	*81%*	**	**	**	*80%*	*66%*	*74%*	** a	**	*80%*
NET: Dissatisfied	**10**	9	*	**	**	**	1	5	-	**	**	*
	2%	*2%*	*2%*	**	**	**	*4%*	*4%*	*-%*	**	**	*1%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	g	***h**	i	j	k	l	m
Unweighted total	**425**	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	**426**	41	33	63	12	40	81	32	31	47	379	18	13	15
Very Dissatisfied	**2**	**	**	-	**	**	-	**	**	**	2	**	**	**
	***%**	**	**	-%	**	**	-%	**	**	**	*1%*	**	**	**
		j												
Fairly Dissatisfied	**8**	**	**	2	**	**	4	**	**	**	6	**	**	**
	2%	**	**	*3%*	**	**	*5%*	**	**	**	*2%*	**	**	**
Neither Satisfied Nor Dissatisfied	**71**	**	**	10	**	**	16	**	**	**	66	**	**	**
	17%	**	**	*16%*	**	**	*20%*	**	**	**	*17%*	**	**	**
							il				**il**			
Fairly Satisfied	**141**	**	**	24	**	**	30	**	**	**	126	**	**	**
	33%	**	**	*39%*	**	**	*37%*	**	**	**	*33%*	**	**	**
Very Satisfied	**173**	**	**	21	**	**	28	**	**	**	152	**	**	**
	41%	**	**	*33%*	**	**	*35%*	**	**	**	*40%*	**	**	**
										cfj			c	
Don't Know (DO NOT READ OUT)	**31**	**	**	6	**	**	2	**	**	**	26	**	**	**
	7%	**	**	*10%*	**	**	*2%*	**	**	**	*7%*	**	**	**
												fj		
NET: Satisfied	**314**	**	**	45	**	**	58	**	**	**	279	**	**	**
	74%	**	**	*72%*	**	**	*72%*	**	**	**	*73%*	**	**	**
NET: Dissatisfied	**10**	**	**	2	**	**	4	**	**	**	9	**	**	**
	2%	**	**	*3%*	**	**	*5%*	**	**	**	*2%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	g	***h**	i	j	k	l	m
Unweighted total	**425**	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	**426**	47	30	65	10	37	79	30	29	47	375	23	14	15
Very Dissatisfied	**2**	**	**	-	**	**	-	**	**	**	2	**	**	**
	***%**	**	**	-%	**	**	-%	**	**	**	*1%*	**	**	**
		j												
Fairly Dissatisfied	**8**	**	**	2	**	**	4	**	**	**	6	**	**	**
	2%	**	**	*3%*	**	**	*5%*	**	**	**	*2%*	**	**	**
Neither Satisfied Nor Dissatisfied	**71**	**	**	14	**	**	12	**	**	**	64	**	**	**
	17%	**	**	*21%*	**	**	*16%*	**	**	**	*17%*	**	**	**
				il				l			l			
Fairly Satisfied	**141**	**	**	26	**	**	29	**	**	**	124	**	**	**
	33%	**	**	*40%*	**	**	*36%*	**	**	**	*33%*	**	**	**
Very Satisfied	**173**	**	**	15	**	**	32	**	**	**	152	**	**	**
	41%	**	**	*23%*	**	**	*41%*	**	**	**	*41%*	**	**	**
							c			**cjk**	c		c	
Don't Know (DO NOT READ OUT)	**31**	**	**	8	**	**	2	**	**	**	26	**	**	**
	7%	**	**	*13%*	**	**	*2%*	**	**	**	*7%*	**	**	**
				f								f		
NET: Satisfied	**314**	**	**	41	**	**	61	**	**	**	276	**	**	**
	74%	**	**	*63%*	**	**	*77%*	**	**	**	*74%*	**	**	**
										ck			**ck**	
NET: Dissatisfied	**10**	**	**	2	**	**	4	**	**	**	9	**	**	**
	2%	**	**	*3%*	**	**	*5%*	**	**	**	*2%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Very Dissatisfied	2	**	-	**	**	2	**	**	-	2	-	2	**	2	**
	*%	**	-%	**	**	1%	**	**	-%	1%	-%	1%	**	*%	**
Fairly Dissatisfied	8	**	2	**	**	3	**	**	2	5	2	7	**	7	**
	2%	**	2%	**	**	2%	**	**	2%	1%	4%	2%	**	2%	**
Neither Satisfied Nor Dissatisfied	71	**	15	**	**	23	**	**	22	66	6	64	**	69	**
	17%	**	16%	**	**	12%	**	**	23% e	18% b	9%	16%	**	17%	**
Fairly Satisfied	141	**	21	**	**	80	**	**	31	119	21	127	**	136	**
	33%	**	23%	**	**	42% b	**	**	32%	33%	33%	32%	** a	33%	**
Very Satisfied	173	**	46	**	**	70	**	**	37	141	32	166	**	170	**
	41%	**	50% e	**	**	36%	**	**	37%	39%	50%	42% b	**	41%	**
Don't Know (DO NOT READ OUT)	31	**	8	**	**	14	**	**	6	28	3	30	**	30	**
	7%	**	9%	**	**	7%	**	**	7%	8%	4%	8%	**	7%	**
NET: Satisfied	314	**	66	**	**	151	**	**	68	260	53	293	**	306	**
	74%	**	73%	**	**	78%	**	**	69%	72%	83% a	74%	**	74%	**
NET: Dissatisfied	10	**	2	**	**	5	**	**	2	7	2	9	**	9	**
	2%	**	2%	**	**	3%	**	**	2%	2%	4%	2%	**	2%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	425	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	426	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Very Dissatisfied	2	-	2	-	2	-	**	**	**	**	**	**	2	**	**	2	-
	*%	-%	3%	-%	1%	-%	**	**	**	**	**	**	1%	**	**	1%	-%
			ac														
Fairly Dissatisfied	8	5	*	3	4	3	**	**	**	**	**	**	7	**	**	4	4
	2%	3%	*%	2%	2%	2%	**	**	**	**	**	**	2%	**	**	2%	2%
Neither Satisfied Nor Dissatisfied	71	24	12	36	46	21	**	**	**	**	**	**	68	**	**	35	25
	17%	14%	16%	21%	20%	14%	**	**	**	**	**	**	17%	**	**	19%	13%
Fairly Satisfied	141	57	30	52	64	63	**	**	**	**	**	**	127	**	**	55	77
	33%	33%	40%	31%	27%	41%	**	**	**	**	**	**	33%	**	**	30%	40%
						a											ab
Very Satisfied	173	75	23	71	98	61	**	**	**	**	**	**	159	**	**	72	75
	41%	43%	31%	42%	41%	39%	**	**	**	**	**	**	41%	**	**	39%	40%
Don't Know (DO NOT READ OUT)	31	14	8	8	22	7	**	**	**	**	**	**	29	**	**	18	9
	7%	8%	11%	5%	9%	4%	**	**	**	**	**	**	7%	**	**	10%	5%
NET: Satisfied	314	132	53	122	162	124	**	**	**	**	**	**	286	**	**	127	152
	74%	76%	71%	72%	69%	80%	**	**	**	**	**	**	73%	**	**	68%	80%
						a											b
NET: Dissatisfied	10	5	2	3	6	3	**	**	**	**	**	**	9	**	**	6	4
	2%	3%	3%	2%	3%	2%	**	**	**	**	**	**	2%	**	**	3%	2%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 114 (continuation)

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Very Dissatisfied	**2**	2	2	2	2	-	2	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	***%**	*1%*	*1%*	*1%*	*1%*	*-%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**8**	1	1	1	5	3	1	*	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	**%*	**%*	**%*	*1%*	*3%*	**%*	**%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
						abcf																
Neither Satisfied Nor Dissatisfied	**71**	38	29	52	47	16	42	51	**	**	**	**	**	**	43	**	**	**	**	**	**	**
	17%	*15%*	*12%*	*17%*	*14%*	*13%*	*15%*	*18%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
Fairly Satisfied	**141**	99	87	113	113	49	100	99	**	**	**	**	**	**	109	**	**	**	**	**	**	**
	33%	*38%*	*37%*	*36%*	*34%*	*40%*	*36%*	*34%*	**	**	**	**	**	**	*34%*	**	**	**	**	**	**	**
Very Satisfied	**173**	107	98	123	144	47	115	116	**	**	**	**	**	**	137	**	**	**	**	**	**	**
	41%	*41%*	*42%*	*40%*	*43%*	*38%*	*41%*	*40%*	**	**	**	**	**	**	*43%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**31**	16	17	21	24	8	21	20	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	7%	*6%*	*7%*	*7%*	*7%*	*7%*	*7%*	*7%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
NET: Satisfied	**314**	207	185	236	258	96	215	215	**	**	**	**	**	**	246	**	**	**	**	**	**	**
	74%	*78%*	*79%*	*76%*	*77%*	*78%*	*77%*	*75%*	**	**	**	**	**	**	*78%*	**	**	**	**	**	**	**
NET: Dissatisfied	**10**	3	3	3	7	3	3	2	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*2%*	*3%*	*1%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	425	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	426	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Very Dissatisfied	2	-	-	2	-	**	-	-	2	-	**	2	**	-	-	2
	*%	-%	-%	2%	-%	**	-%	-%	2%	-%	**	1%	**	-%	-%	1%
Fairly Dissatisfied	8	-	-	*	1	**	-	2	*	3	**	3	**	-	4	3
	2%	-%	-%	*%	1%	**	-%	3%	*%	4%	**	1%	**	-%	2%	1%
Neither Satisfied Nor Dissatisfied	71	15	10	21	6	**	16	16	9	6	**	38	**	9	34	37
	17%	21%	16%	18%	11%	**	17%	26% cd	9%	9%	**	14%	**	18%	17%	16%
Fairly Satisfied	141	22	19	44	24	**	25	19	45	22	**	88	**	16	74	67
	33%	30%	31%	38%	43%	**	27%	31%	44% a	30%	**	33%	**	34%	37%	29%
Very Satisfied	173	28	28	44	22	**	42	21	38	38	**	120	**	21	75	98
	41%	39%	46%	38%	40%	**	46%	35%	37%	52% bc	**	44%	**	44%	37%	43%
Don't Know (DO NOT READ OUT)	31	7	5	6	3	**	9	3	8	4	**	18	**	2	12	19
	7%	10%	7%	5%	5%	**	10%	5%	8%	5%	**	7%	**	5%	6%	8%
NET: Satisfied	314	49	47	88	47	**	67	40	83	61	**	208	**	37	149	165
	74%	69%	77%	75%	83% a	**	73%	66%	81% b	83% b	**	77%	**	77%	75%	73%
NET: Dissatisfied	10	-	-	2	1	**	-	2	2	3	**	5	**	-	4	5
	2%	-%	-%	2%	1%	**	-%	3%	2%	4%	**	2%	**	-%	2%	2%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Very Dissatisfied	**2**	2	-	-	2	2	-	-	2	-	2	-	**
	***%**	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*-%*	*1%*	*-%*	**
Fairly Dissatisfied	**8**	1	-	2	2	*	*	2	2	-	1	*	**
	2%	*%*	*-%*	*2%*	*1%*	*%*	*%*	*3%*	*1%*	*-%*	*%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**71**	41	11	15	32	38	14	17	30	12	32	12	**
	17%	*16%*	*22%*	*16%*	*13%*	*15%*	*21%*	*20%*	*12%*	*13%*	*14%*	*20%*	**
Fairly Satisfied	**141**	100	13	38	75	96	18	36	77	30	87	17	**
	33%	*38%*	*26%*	*41%*	*31%*	*39%* b	*26%*	*42%*	*31%*	*33%*	*39%*	*30%*	**
Very Satisfied	**173**	102	21	31	114	94	29	24	120	44	89	24	**
	41%	*39%*	*41%*	*33%*	*47%* a	*39%*	*42%*	*28%*	*48%* a	*48%*	*39%*	*42%*	**
Don't Know (DO NOT READ OUT)	**31**	15	6	7	18	13	8	7	18	5	16	4	**
	7%	*6%*	*12%*	*7%*	*7%*	*5%*	*11%*	*8%*	*7%*	*5%*	*7%*	*7%*	**
NET: Satisfied	**314**	203	34	69	189	190	47	61	197	73	176	42	**
	74%	*78%*	*67%*	*74%*	*78%*	*78%*	*68%*	*70%*	*79%*	*81%*	*78%*	*73%*	**
NET: Dissatisfied	**10**	3	-	2	4	3	*	2	4	-	3	*	**
	2%	*1%*	*-%*	*2%*	*2%*	*1%*	*%*	*3%*	*2%*	*-%*	*1%*	*1%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Very Dissatisfied	**2**	-	2	-	**	2	-	-	**	2	2	2	2	2	**
	***%**	-%	*1%*	-%	**	*1%*	-%	-%	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Fairly Dissatisfied	**8**	-	1	*	**	3	4	2	**	1	1	5	1	1	**
	2%	-%	**%*	*1%*	**	*1%*	*2%*	*2%*	**	**%*	**%*	*2%*	**%*	**%*	**
Neither Satisfied Nor Dissatisfied	**71**	12	24	11	**	36	24	12	**	25	29	25	32	19	**
	17%	*13%*	*12%*	*28%*	**	*14%*	*13%*	*12%*	**	*12%*	*14%*	*13%*	*15%*	*11%*	**
				ab											
Fairly Satisfied	**141**	33	72	10	**	81	69	38	**	92	80	74	81	71	**
	33%	*36%*	*38%*	*24%*	**	*32%*	*36%*	*38%*	**	*42%*	*38%*	*38%*	*39%*	*42%*	**
Very Satisfied	**173**	40	76	16	**	118	77	41	**	87	86	77	80	64	**
	41%	*44%*	*40%*	*38%*	**	*46%*	*40%*	*41%*	**	*40%*	*41%*	*40%*	*39%*	*38%*	**
Don't Know (DO NOT READ OUT)	**31**	6	15	4	**	14	16	8	**	12	14	13	11	13	**
	7%	*7%*	*8%*	*9%*	**	*6%*	*8%*	*8%*	**	*5%*	*7%*	*7%*	*5%*	*7%*	**
NET: Satisfied	**314**	73	149	26	**	199	146	80	**	179	165	152	160	136	**
	74%	*80%*	*78%*	*62%*	**	*78%*	*77%*	*78%*	**	*82%*	*78%*	*77%*	*78%*	*80%*	**
		c	c												
NET: Dissatisfied	**10**	-	3	*	**	5	4	2	**	3	3	7	3	3	**
	2%	-%	*1%*	*1%*	**	*2%*	*2%*	*2%*	**	*1%*	*1%*	*3%*	*1%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Very Dissatisfied	**2**	2	-	-	**	**	2	2	**	**	**	**	2	2	2	2	2
	***%**	*1%*	*-%*	*-%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	**%*
Fairly Dissatisfied	**8**	4	2	1	**	**	4	4	**	**	**	**	6	6	6	5	8
	2%	*2%*	*2%*	*1%*	**	**	*2%*	*2%*	**	**	**	**	*1%*	*2%*	*1%*	*1%*	*2%*
Neither Satisfied Nor Dissatisfied	**71**	23	14	21	**	**	34	17	**	**	**	**	65	58	67	60	69
	17%	*14%*	*11%*	*16%*	**	**	*16%*	*9%*	**	**	**	**	*16%*	*17%*	*17%*	*16%*	*17%*
							b										
Fairly Satisfied	**141**	66	45	44	**	**	80	74	**	**	**	**	133	114	133	129	139
	33%	*40%*	*38%*	*34%*	**	**	*39%*	*40%*	**	**	**	**	*34%*	*34%*	*33%*	*34%*	*34%*
Very Satisfied	**173**	62	48	58	**	**	77	70	**	**	**	**	163	137	163	152	166
	41%	*38%*	*40%*	*44%*	**	**	*37%*	*38%*	**	**	**	**	*41%*	*41%*	*41%*	*41%*	*40%*
Don't Know (DO NOT READ OUT)	**31**	7	10	7	**	**	11	16	**	**	**	**	27	19	27	25	31
	7%	*4%*	*9%*	*5%*	**	**	*5%*	*9%*	**	**	**	**	*7%*	*6%*	*7%*	*7%*	*7%*
						a											
NET: Satisfied	**314**	128	92	102	**	**	158	145	**	**	**	**	296	250	296	280	305
	74%	*78%*	*78%*	*78%*	**	**	*76%*	*78%*	**	**	**	**	*75%*	*75%*	*75%*	*75%*	*74%*
NET: Dissatisfied	**10**	6	2	1	**	**	6	6	**	**	**	**	8	8	8	7	10
	2%	*4%*	*2%*	*1%*	**	**	*3%*	*3%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Very Dissatisfied	**2**	2	2	-	**	2	**	-	2	2	**	2	-	-	2	-
	***%**	*1%*	*1%*	*-%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*2%* b	*-%*	*-%*	*1%*	*-%*
Fairly Dissatisfied	**8**	5	8	3	**	5	**	2	2	5	**	3	4	2	5	1
	2%	*2%*	*2%*	*2%*	**	*2%*	**	*3%*	*1%*	*1%*	**	*3%*	*1%*	*2%*	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**71**	54	66	29	**	37	**	14	37	49	**	31	40	25	36	10
	17%	*19%*	*16%*	*20%*	**	*14%*	**	*15%*	*16%*	*13%*	**	*32%* b	*12%*	*23%* b	*14%*	*15%*
Fairly Satisfied	**141**	95	134	53	**	97	**	36	86	127	**	25	116	33	88	19
	33%	*33%*	*33%*	*37%*	**	*37%*	**	*39%*	*36%*	*35%*	**	*26%*	*35%*	*31%*	*35%*	*29%*
Very Satisfied	**173**	113	166	50	**	103	**	35	93	166	**	27	146	39	99	35
	41%	*39%*	*41%*	*35%*	**	*40%*	**	*38%*	*39%*	*45%*	**	*28%*	*44%* a	*36%*	*40%*	*52%* a
Don't Know (DO NOT READ OUT)	**31**	20	27	10	**	15	**	4	18	20	**	9	22	8	21	2
	7%	*7%*	*7%*	*7%*	**	*6%*	**	*5%*	*7%*	*5%*	**	*9%*	*7%*	*8%*	*8%*	*4%*
NET: Satisfied	**314**	208	300	102	**	200	**	71	179	294	**	52	261	72	188	54
	74%	*72%*	*74%*	*71%*	**	*77%*	**	*77%*	*75%*	*80%*	**	*54%*	*80%* a	*67%*	*75%*	*80%*
NET: Dissatisfied	**10**	7	10	3	**	7	**	2	4	7	**	5	4	2	7	1
	2%	*2%*	*2%*	*2%*	**	*3%*	**	*3%*	*2%*	*2%*	**	*5%* b	*1%*	*2%*	*3%*	*1%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Very Dissatisfied	**2**	-	**	2	2	-
	***%**	-%	**	*1%*	*1%*	-%
Fairly Dissatisfied	**8**	7	**	1	4	4
	2%	*4%*	**	**%*	*2%*	*2%*
		c				
Neither Satisfied Nor Dissatisfied	**71**	22	**	38	39	32
	17%	*12%*	**	*19%*	*18%*	*16%*
			a			
Fairly Satisfied	**141**	57	**	70	78	63
	33%	*33%*	**	*34%*	*35%*	*31%*
Very Satisfied	**173**	73	**	80	89	84
	41%	*42%*	**	*39%*	*40%*	*41%*
Don't Know (DO NOT READ OUT)	**31**	16	**	13	10	21
	7%	*9%*	**	*6%*	*4%*	*10%*
		b				a
NET: Satisfied	**314**	130	**	150	167	147
	74%	*75%*	**	*74%*	*75%*	*72%*
NET: Dissatisfied	**10**	7	**	3	6	4
	2%	*4%*	**	*1%*	*3%*	*2%*

Columns Tested: a,b,c - a,b

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	*l
Unweighted total	425	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	426	35	38	34	53	57	25	25	29	38	34	36	21
Very Dissatisfied	2	**	**	**	-	**	**	**	**	**	**	**	**
	*%	**	**	**	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	8	**	**	**	2	**	**	**	**	**	**	**	**
	2%	**	**	**	4%	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	71	**	**	**	6	**	**	**	**	**	**	**	**
	17%	**	**	**	12%	**	**	**	**	**	**	**	**
Fairly Satisfied	141	**	**	**	18	**	**	**	**	**	**	**	**
	33%	**	**	**	33%	**	**	**	**	**	**	**	**
						abcdhk							
Very Satisfied	173	**	**	**	24	**	**	**	**	**	**	**	**
	41%	**	**	**	45%	**	**	**	**	**	**	**	**
				eik					abeik		e		
Don't Know (DO NOT READ OUT)	31	**	**	**	3	**	**	**	**	**	**	**	**
	7%	**	**	**	5%	**	**	**	**	**	**	**	**
												h	
NET: Satisfied	314	**	**	**	41	**	**	**	**	**	**	**	**
	74%	**	**	**	79%	**	**	**	**	**	**	**	**
						bk			bk		abik		
NET: Dissatisfied	10	**	**	**	2	**	**	**	**	**	**	**	**
	2%	**	**	**	4%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Latest collection time (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Very Dissatisfied	**2**	-	-	2	-
	***%**	-%	-%	*2%*	-%
Fairly Dissatisfied	**8**	2	2	2	1
	2%	*2%*	*2%*	*2%*	*1%*
Neither Satisfied Nor Dissatisfied	**71**	22	15	13	21
	17%	*21%*	*11%*	*14%*	*23%*
		b			b
Fairly Satisfied	**141**	26	59	27	28
	33%	*25%*	*43%*	*30%*	*31%*
			ac		
Very Satisfied	**173**	47	52	39	35
	41%	*44%*	*38%*	*42%*	*38%*
Don't Know (DO NOT READ OUT)	**31**	9	7	9	6
	7%	*9%*	*5%*	*9%*	*6%*
NET: Satisfied	**314**	73	111	66	63
	74%	*68%*	*82%*	*72%*	*70%*
			ad		
NET: Dissatisfied	**10**	2	2	4	1
	2%	*2%*	*2%*	*5%*	*1%*

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 115

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Very Dissatisfied	**6**	6	*	**	**	**	*	4	2	**	**	*
	1%	*1%*	*2%*	**	**	**	*2%*	*4%*	*2%*	**	**	**%*
Fairly Dissatisfied	**4**	3	1	**	**	**	1	*	1	**	**	*
	1%	*1%*	*6%*	**	**	**	*4%*	**%*	*1%*	**	**	*1%*
			a				a					
Neither Satisfied Nor Dissatisfied	**42**	40	1	**	**	**	2	10	9	**	**	4
	10%	*10%*	*8%*	**	**	**	*9%*	*9%*	*9%*	**	**	*14%*
Fairly Satisfied	**99**	95	3	**	**	**	5	28	25	**	**	5
	23%	*23%*	*24%*	**	**	**	*23%*	*26%*	*26%*	**	**	*17%*
Very Satisfied	**242**	231	7	**	**	**	11	61	53	**	**	17
	57%	*57%*	*55%*	**	**	**	*54%*	*57%*	*53%*	**	**	*60%*
Don't Know (DO NOT READ OUT)	**32**	30	1	**	**	**	2	5	9	**	**	2
	8%	*7%*	*5%*	**	**	**	*8%*	*4%*	*9%*	**	**	*8%*
NET: Satisfied	**341**	326	9	**	**	**	15	88	78	**	**	22
	80%	*80%*	*79%*	**	**	**	*78%*	*83%*	*79%*	**	**	*76%*
NET: Dissatisfied	**10**	9	1	**	**	**	1	4	3	**	**	*
	2%	*2%*	*8%*	**	**	**	*6%*	*4%*	*3%*	**	**	*2%*
			a									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	426	41	33	63	12	40	81	32	31	47	379	18	13	15
Very Dissatisfied	6	**	**	2	**	**	-	**	**	**	6	**	**	**
	1%	**	**	*4%*	**	**	-%	**	**	**	*2%*	**	**	**
Fairly Dissatisfied	4	**	**	2	**	**	-	**	**	**	3	**	**	**
	1%	**	**	*4%*	**	**	-%	**	**	**	*1%*	**	**	**
Neither Satisfied Nor Dissatisfied	42	**	**	6	**	**	9	**	**	**	38	**	**	**
	10%	**	**	*9%*	**	**	*12%*	**	**	**	*10%*	**	**	**
							a						a	
Fairly Satisfied	99	**	**	10	**	**	26	**	**	**	88	**	**	**
	23%	**	**	*16%*	**	**	*32%*	**	**	**	*23%*	**	**	**
							cl	cijl						cl
Very Satisfied	242	**	**	37	**	**	37	**	**	**	214	**	**	**
	57%	**	**	*59%*	**	**	*46%*	**	**	**	*56%*	**	**	**
		fgm								fg		g	fg	
Don't Know (DO NOT READ OUT)	32	**	**	6	**	**	8	**	**	**	30	**	**	**
	8%	**	**	*9%*	**	**	*10%*	**	**	**	*8%*	**	**	**
								l						
NET: Satisfied	341	**	**	47	**	**	63	**	**	**	302	**	**	**
	80%	**	**	*75%*	**	**	*78%*	**	**	**	*80%*	**	**	**
		c												
NET: Dissatisfied	10	**	**	5	**	**	-	**	**	**	9	**	**	**
	2%	**	**	*7%*	**	**	-%	**	**	**	*2%*	**	**	**
				f										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	426	47	30	65	10	37	79	30	29	47	375	23	14	15
Very Dissatisfied	6	**	**	2	**	**	-	**	**	**	6	**	**	**
	1%	**	**	*3%*	**	**	*-%*	**	**	**	*2%*	**	**	**
Fairly Dissatisfied	4	**	**	2	**	**	*	**	**	**	3	**	**	**
	1%	**	**	*4%*	**	**	**%*	**	**	**	*1%*	**	**	**
Neither Satisfied Nor Dissatisfied	42	**	**	6	**	**	8	**	**	**	38	**	**	**
	10%	**	**	*9%*	**	**	*10%*	**	**	**	*10%*	**	**	**
Fairly Satisfied	99	**	**	17	**	**	21	**	**	**	86	**	**	**
	23%	**	**	*26%*	**	**	*27%*	**	**	**	*23%*	**	**	**
								l						l
Very Satisfied	242	**	**	30	**	**	44	**	**	**	212	**	**	**
	57%	**	**	*46%*	**	**	*56%*	**	**	**	*56%*	**	**	**
										cg			cg	
Don't Know (DO NOT READ OUT)	32	**	**	8	**	**	6	**	**	**	30	**	**	**
	8%	**	**	*12%*	**	**	*8%*	**	**	**	*8%*	**	**	**
				al				al						
NET: Satisfied	341	**	**	47	**	**	65	**	**	**	298	**	**	**
	80%	**	**	*72%*	**	**	*83%*	**	**	**	*79%*	**	**	**
												c		
NET: Dissatisfied	10	**	**	5	**	**	*	**	**	**	9	**	**	**
	2%	**	**	*7%*	**	**	**%*	**	**	**	*2%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Very Dissatisfied	6	**	-	**	**	2	**	**	2	4	2	6	**	6	**
	1%	**	*-%*	**	**	*1%*	**	**	*2%*	*1%*	*3%*	*2%*	**	*1%*	**
Fairly Dissatisfied	4	**	2	**	**	1	**	**	1	3	1	3	**	4	**
	1%	**	*2%*	**	**	**%*	**	**	*1%*	*1%*	*1%*	*1%*	**	*1%*	**
Neither Satisfied Nor Dissatisfied	42	**	6	**	**	22	**	**	10	36	6	39	**	39	**
	10%	**	*6%*	**	**	*12%*	**	**	*10%*	*10%*	*9%*	*10%*	**	*9%*	**
Fairly Satisfied	99	**	19	**	**	46	**	**	31	85	14	87	**	98	**
	23%	**	*20%*	**	**	*24%*	**	**	*32%*	*24%*	*22%*	*22%*	**	*23%*	**
													a		
Very Satisfied	242	**	64	**	**	107	**	**	43	203	39	230	**	238	**
	57%	**	*70%*	**	**	*56%*	**	**	*43%*	*56%*	*61%*	*58%*	**	*57%*	**
			eh			h						b			
Don't Know (DO NOT READ OUT)	32	**	1	**	**	15	**	**	12	30	2	31	**	30	**
	8%	**	*1%*	**	**	*8%*	**	**	*12%*	*8%*	*4%*	*8%*	**	*7%*	**
						b			b						
NET: Satisfied	341	**	82	**	**	153	**	**	74	288	53	317	**	336	**
	80%	**	*90%*	**	**	*79%*	**	**	*75%*	*80%*	*83%*	*80%*	**	*81%*	**
			eh												
NET: Dissatisfied	10	**	2	**	**	2	**	**	3	8	3	10	**	10	**
	2%	**	*2%*	**	**	*1%*	**	**	*3%*	*2%*	*4%*	*2%*	**	*2%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**425**	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	**426**	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Very Dissatisfied	**6**	2	-	4	4	2	**	**	**	**	**	**	6	**	**	2	2
	1%	*1%*	*-%*	*2%*	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*1%*
Fairly Dissatisfied	**4**	1	*	3	1	3	**	**	**	**	**	**	4	**	**	*	3
	1%	**%*	**%*	*2%*	**%*	*2%*	**	**	**	**	**	**	*1%*	**	**	**%*	*2%*
Neither Satisfied Nor Dissatisfied	**42**	17	10	14	23	14	**	**	**	**	**	**	36	**	**	20	19
	10%	*10%*	*14%*	*8%*	*10%*	*9%*	**	**	**	**	**	**	*9%*	**	**	*11%*	*10%*
Fairly Satisfied	**99**	28	22	49	49	39	**	**	**	**	**	**	88	**	**	44	51
	23%	*16%*	*30%*	*29%*	*21%*	*25%*	**	**	**	**	**	**	*22%*	**	**	*23%*	*27%*
			a	a			ai									a	a
Very Satisfied	**242**	109	40	86	138	88	**	**	**	**	**	**	225	**	**	101	104
	57%	*63%*	*53%*	*51%*	*58%*	*57%*	**	**	**	**	**	**	*58%*	**	**	*54%*	*55%*
		c													bc		
Don't Know (DO NOT READ OUT)	**32**	17	2	12	22	10	**	**	**	**	**	**	31	**	**	19	10
	8%	*10%*	*3%*	*7%*	*9%*	*6%*	**	**	**	**	**	**	*8%*	**	**	*10%*	*5%*
NET: Satisfied	**341**	137	63	135	186	127	**	**	**	**	**	**	313	**	**	145	155
	80%	*79%*	*83%*	*80%*	*79%*	*82%*	**	**	**	**	**	**	*80%*	**	**	*78%*	*82%*
NET: Dissatisfied	**10**	3	*	7	5	5	**	**	**	**	**	**	10	**	**	3	5
	2%	*2%*	**%*	*4%*	*2%*	*3%*	**	**	**	**	**	**	*3%*	**	**	*1%*	*3%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	***b**	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Very Dissatisfied	**6**	2	4	4	4	2	6	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**4**	4	4	4	4	3	3	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*2%*	*2%*	*1%*	*1%*	*3%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**42**	22	23	32	27	14	23	32	**	**	**	**	**	**	23	**	**	**	**	**	**	**
	10%	*8%*	*10%*	*10%*	*8%*	*11%*	*8%*	*11%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
Fairly Satisfied	**99**	63	58	78	84	32	70	74	**	**	**	**	**	**	79	**	**	**	**	**	**	**
	23%	*24%*	*25%*	*25%*	*25%*	*26%*	*25%*	*26%*	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
Very Satisfied	**242**	148	133	169	197	62	161	153	**	**	**	**	**	**	185	**	**	**	**	**	**	**
	57%	*56%*	*57%*	*54%*	*59%*	*50%*	*57%*	*53%*	**	**	**	**	**	**	*59%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**32**	24	12	24	21	10	17	21	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	8%	*9%*	*5%*	*8%*	*6%*	*8%*	*6%*	*7%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
NET: Satisfied	**341**	211	190	246	280	94	231	228	**	**	**	**	**	**	264	**	**	**	**	**	**	**
	80%	*80%*	*81%*	*79%*	*83%*	*76%*	*82%*	*79%*	**	**	**	**	**	**	*84%*	**	**	**	**	**	**	**
NET: Dissatisfied	**10**	6	8	8	8	6	10	8	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	2%	*2%*	*4%*	*3%*	*2%*	*5%*	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	425	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	426	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Very Dissatisfied	6	*	2	2	-	**	2	-	2	-	**	4	**	-	4	2
	1%	*%	3%	2%	-%	**	2%	-%	2%	-%	**	1%	**	-%	2%	1%
Fairly Dissatisfied	4	*	1	3	*	**	1	*	3	*	**	3	**	1	3	1
	1%	*%	1%	2%	*%	**	1%	*%	3%	*%	**	1%	**	2%	2%	*%
Neither Satisfied Nor Dissatisfied	42	11	10	4	5	**	7	7	4	9	**	24	**	2	13	29
	10%	15%	17%	4%	8%	**	7%	12%	4%	13%	**	9%	**	5%	6%	13%
		c	c					c		c						a
Fairly Satisfied	99	12	17	29	19	**	16	18	28	21	**	63	**	14	54	46
	23%	17%	27%	25%	34%	**	18%	30%	27%	28%	**	24%	**	28%	27%	20%
					a											
Very Satisfied	242	37	30	75	26	**	58	30	59	43	**	162	**	29	111	131
	57%	51%	48%	64%	46%	**	62%	50%	58%	59%	**	60%	**	60%	56%	58%
				bd												
Don't Know (DO NOT READ OUT)	32	12	2	4	7	**	9	4	7	*	**	12	**	3	14	18
	8%	16%	4%	3%	12%	**	10%	7%	7%	*%	**	5%	**	5%	7%	8%
		bc			c		d	d	d							
NET: Satisfied	341	49	46	104	45	**	74	49	87	64	**	225	**	42	165	176
	80%	68%	75%	89%	80%	**	80%	81%	85%	87%	**	84%	**	88%	83%	78%
				ab												
NET: Dissatisfied	10	*	3	5	*	**	3	*	5	*	**	7	**	1	8	3
	2%	*%	4%	4%	*%	**	3%	*%	5%	*%	**	3%	**	2%	4%	1%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Very Dissatisfied	**6**	2	2	2	2	2	2	2	2	2	2	2	**
	1%	*1%*	*4%*	*2%*	*1%*	*1%*	*3%*	*2%*	*1%*	*2%*	*1%*	*3%*	**
Fairly Dissatisfied	**4**	4	*	*	4	4	*	-	4	4	3	*	**
	1%	*2%*	*%*	*%*	*2%*	*2%*	*%*	-%	*2%*	*4%*	*1%*	*%*	**
Neither Satisfied Nor Dissatisfied	**42**	25	8	6	20	23	10	10	17	8	17	*	**
	10%	*9%*	*15%*	*7%*	*8%*	*9%*	*14%*	*12%*	*7%*	*9%* c	*8%* c	*1%*	**
Fairly Satisfied	**99**	70	8	29	55	69	9	28	56	21	61	12	**
	23%	*27%*	*16%*	*31%*	*23%*	*28%* b	*13%*	*32%*	*23%*	*23%*	*27%*	*21%*	**
Very Satisfied	**242**	146	23	46	151	133	36	38	159	51	124	35	**
	57%	*56%*	*45%*	*49%*	*62%* a	*55%*	*52%*	*43%*	*64%* a	*57%*	*55%*	*61%*	**
Don't Know (DO NOT READ OUT)	**32**	14	10	9	11	12	12	9	11	5	18	8	**
	8%	*6%*	*20%* a	*10%*	*5%*	*5%*	*17%* a	*11%* b	*4%*	*5%*	*8%*	*13%*	**
NET: Satisfied	**341**	215	31	75	206	201	45	65	215	72	185	47	**
	80%	*83%* b	*61%*	*80%*	*85%*	*83%* b	*65%*	*75%*	*86%* a	*80%*	*82%*	*82%*	**
NET: Dissatisfied	**10**	6	2	2	6	6	2	2	6	6	5	2	**
	2%	*2%*	*4%*	*3%*	*2%*	*3%*	*3%*	*2%*	*2%*	*6%* b	*2%*	*4%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Very Dissatisfied	**6**	2	4	2	**	2	4	2	**	*	2	2	*	2	**
	1%	*2%*	*2%*	*5%*	**	*1%*	*2%*	*2%*	**	*%*	*1%*	*1%*	*%*	*1%*	**
Fairly Dissatisfied	**4**	4	3	*	**	4	3	1	**	4	4	3	4	3	**
	1%	*4%*	*2%*	*1%*	**	*2%*	*1%*	*1%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**42**	8	18	2	**	19	18	6	**	15	21	12	15	18	**
	10%	*9%*	*9%*	*4%*	**	*8%*	*9%*	*6%*	**	*7%*	*10%*	*6%*	*7%*	*10%*	**
Fairly Satisfied	**99**	23	48	9	**	69	47	27	**	57	55	59	57	50	**
	23%	*26%*	*25%*	*21%*	**	*27%*	*25%*	*27%*	**	*26%*	*26%*	*30%*	*28%*	*29%*	**
Very Satisfied	**242**	47	109	22	**	152	103	61	**	125	118	108	118	87	**
	57%	*52%*	*58%*	*52%*	**	*60%*	*54%*	*60%*	**	*57%*	*56%*	*55%*	*58%*	*51%*	**
Don't Know (DO NOT READ OUT)	**32**	6	8	7	**	9	15	5	**	18	11	12	11	11	**
	8%	*7%*	*4%*	*16%*	**	*3%*	*8%*	*5%*	**	*8%*	*5%*	*6%*	*5%*	*6%*	**
				b			a								
NET: Satisfied	**341**	70	157	30	**	221	151	88	**	182	173	167	176	137	**
	80%	*78%*	*83%*	*74%*	**	*87%*	*79%*	*86%*	**	*83%*	*82%*	*85%*	*85%*	*80%*	**
						b									
NET: Dissatisfied	**10**	6	7	2	**	6	7	3	**	4	6	5	4	5	**
	2%	*6%*	*4%*	*5%*	**	*2%*	*4%*	*3%*	**	*2%*	*3%*	*3%*	*2%*	*3%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Very Dissatisfied	**6**	*	4	2	**	**	2	*	**	**	**	**	6	4	6	6	6
	1%	*%*	*3%*	*1%*	**	**	*1%*	*%*	**	**	**	**	*2%*	*1%*	*2%*	*2%*	*2%*
			a		a	a											
Fairly Dissatisfied	**4**	3	2	3	**	**	3	1	**	**	**	**	4	4	4	4	4
	1%	*2%*	*2%*	*2%*	**	**	*1%*	*%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**42**	16	11	7	**	**	17	18	**	**	**	**	42	31	42	29	42
	10%	*10%*	*9%*	*6%*	**	**	*8%*	*10%*	**	**	**	**	*11%*	*9%*	*10%*	*8%*	*10%*
Fairly Satisfied	**99**	40	32	43	**	**	58	53	**	**	**	**	91	83	93	92	98
	23%	*25%*	*27%*	*33%*	**	**	*28%*	*29%*	**	**	**	**	*23%*	*25%*	*23%*	*25%*	*24%*
Very Satisfied	**242**	91	62	70	**	**	118	99	**	**	**	**	228	197	228	215	233
	57%	*55%*	*52%*	*54%*	**	**	*56%*	*54%*	**	**	**	**	*58%*	*59%*	*57%*	*58%*	*56%*
Don't Know (DO NOT READ OUT)	**32**	13	8	5	**	**	10	14	**	**	**	**	24	16	24	27	32
	8%	*8%*	*6%*	*4%*	**	**	*5%*	*8%*	**	**	**	**	*6%*	*5%*	*6%*	*7%*	*8%*
NET: Satisfied	**341**	131	93	113	**	**	176	152	**	**	**	**	319	280	321	307	330
	80%	*80%*	*79%*	*87%*	**	**	*84%*	*82%*	**	**	**	**	*81%*	*84%*	*81%*	*82%*	*80%*
NET: Dissatisfied	**10**	3	6	5	**	**	5	1	**	**	**	**	10	8	10	10	10
	2%	*2%*	*5%*	*4%*	**	**	*2%*	*%*	**	**	**	**	*3%*	*2%*	*3%*	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Very Dissatisfied	**6**	6	6	4	**	2	**	-	4	*	**	6	*	4	2	*
	1%	*2%*	*2%*	*3%*	**	*1%*	**	*-%*	*2%*	**%*	**	*6%* b	**%*	*4%*	*1%*	**%*
Fairly Dissatisfied	**4**	4	4	1	**	2	**	*	4	3	**	1	3	3	1	-
	1%	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*3%* b	**%*	*-%*
Neither Satisfied Nor Dissatisfied	**42**	21	42	14	**	17	**	12	13	26	**	21	21	13	22	8
	10%	*7%*	*10%*	*10%*	**	*7%*	**	*14%* b	*5%*	*7%*	**	*22%* b	*6%*	*12%*	*9%*	*11%*
Fairly Satisfied	**99**	73	95	27	**	70	**	20	65	87	**	32	67	26	62	11
	23%	*25%*	*24%*	*19%*	**	*27%*	**	*22%*	*27%*	*24%*	**	*33%* b	*21%*	*25%*	*25%*	*16%*
Very Satisfied	**242**	162	229	85	**	148	**	53	136	228	**	34	208	57	146	40
	57%	*56%*	*57%*	*59%*	**	*57%*	**	*59%*	*57%*	*62%*	**	*35%*	*63%* a	*53%*	*58%*	*59%*
Don't Know (DO NOT READ OUT)	**32**	23	27	13	**	19	**	5	17	26	**	2	29	4	19	9
	8%	*8%*	*7%*	*9%*	**	*7%*	**	*6%*	*7%*	*7%*	**	*3%*	*9%* a	*4%*	*7%*	*14%* a
NET: Satisfied	**341**	235	324	112	**	218	**	73	202	315	**	66	275	83	208	50
	80%	*81%*	*80%*	*78%*	**	*84%*	**	*80%*	*84%*	*85%*	**	*68%*	*84%* a	*78%*	*83%*	*75%*
NET: Dissatisfied	**10**	10	10	5	**	4	**	*	8	3	**	8	3	7	3	*
	2%	*3%*	*3%*	*4%*	**	*2%*	**	*1%*	*3%*	*1%*	**	*8%* b	*1%*	*7%* **bc**	*1%*	**%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Very Dissatisfied	**6**	4	**	2	6	*
	1%	*2%*	**	*1%*	*3%* b	**%*
Fairly Dissatisfied	**4**	3	**	1	1	3
	1%	*2%*	**	**%*	**%*	*2%*
Neither Satisfied Nor Dissatisfied	**42**	14	**	19	23	19
	10%	*8%*	** ac	*9%*	*11%*	*9%*
Fairly Satisfied	**99**	47	**	47	59	40
	23%	*27%* b	**	*23%*	*27%*	*20%*
Very Satisfied	**242**	98	**	113	116	126
	57%	*56%*	**	*55%*	*52%*	*62%*
Don't Know (DO NOT READ OUT)	**32**	9	**	22	17	15
	8%	*5%*	**	*11%* ab	*7%*	*8%*
NET: Satisfied	**341**	145	**	160	175	166
	80%	*83%*	**	*79%*	*79%*	*82%*
NET: Dissatisfied	**10**	7	**	3	7	4
	2%	*4%*	**	*2%*	*3%*	*2%*

Columns Tested: a,b,c - a,b

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	***f**	***g**	h	i	j	k	***l**
Unweighted total	**425**	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	**426**	35	38	34	53	57	25	25	29	38	34	36	21
Very Dissatisfied	**6**	**	**	**	-	**	**	**	**	**	**	**	**
	1%	**	**	**	-%	**	**	**	**	**	**	**	**
									d				
Fairly Dissatisfied	**4**	**	**	**	1	**	**	**	**	**	**	**	**
	1%	**	**	**	*1%*	**	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**42**	**	**	**	9	**	**	**	**	**	**	**	**
	10%	**	**	**	*18%*	**	**	**	**	**	**	**	**
					ahij	**ahij**							
Fairly Satisfied	**99**	**	**	**	9	**	**	**	**	**	**	**	**
	23%	**	**	**	*17%*	**	**	**	**	**	**	**	**
						cd				c	c	c	
Very Satisfied	**242**	**	**	**	30	**	**	**	**	**	**	**	**
	57%	**	**	**	*57%*	**	**	**	**	**	**	**	**
		eik		e									
Don't Know (DO NOT READ OUT)	**32**	**	**	**	4	**	**	**	**	**	**	**	**
	8%	**	**	**	*7%*	**	**	**	**	**	**	**	**
									ae	**ae**	**ae**	**ae**	
NET: Satisfied	**341**	**	**	**	39	**	**	**	**	**	**	**	**
	80%	**	**	**	*74%*	**	**	**	**	**	**	**	**
		cd											
NET: Dissatisfied	**10**	**	**	**	1	**	**	**	**	**	**	**	**
	2%	**	**	**	*1%*	**	**	**	**	**	**	**	**
									e				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Amount / level of lost post sent (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Very Dissatisfied	**6**	2	-	2	2
	1%	*2%*	*-%*	*2%*	*2%*
Fairly Dissatisfied	**4**	2	1	1	*
	1%	*2%*	*1%*	*1%*	*1%*
Neither Satisfied Nor Dissatisfied	**42**	10	23	3	7
	10%	*9%*	*17%*	*3%*	*7%*
			cd		
Fairly Satisfied	**99**	17	33	25	24
	23%	*16%*	*25%*	*28%*	*26%*
				a	
Very Satisfied	**242**	71	74	51	45
	57%	*66%*	*55%*	*55%*	*50%*
		d			
Don't Know (DO NOT READ OUT)	**32**	5	4	10	12
	8%	*5%*	*3%*	*11%*	*14%*
				b	**ab**
NET: Satisfied	**341**	88	108	76	69
	80%	*82%*	*80%*	*83%*	*76%*
NET: Dissatisfied	**10**	4	1	3	3
	2%	*4%*	*1%*	*3%*	*3%*

Columns Tested: a,b,c,d

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Very Dissatisfied	**7**	7	*	**	**	**	*	1	2	**	**	*
	2%	*2%*	*3%*	**	**	**	*2%*	*1%*	*2%*	** **ae**	**	*%*
Fairly Dissatisfied	**10**	9	1	**	**	**	1	6	1	**	**	*
	2%	*2%*	*6%*	**	**	**	*6%* a	*6%*	*1%*	**	**	*2%*
Neither Satisfied Nor Dissatisfied	**105**	100	3	**	**	**	5	25	26	**	**	6
	25%	*25%*	*24%*	**	**	**	*25%*	*23%*	*27%*	**	**	*22%*
Fairly Satisfied	**162**	155	4	**	**	**	7	41	38	**	**	6
	38%	*38%*	*32%*	**	**	**	*34%*	*38%* e	*39%* e	** e	**	*22%*
Very Satisfied	**133**	128	4	**	**	**	5	34	30	**	**	15
	31%	*31%* c	*31%* c	**	**	**	*25%*	*32%* c	*30%* c	**	**	*51%* **abc**
Don't Know (DO NOT READ OUT)	**9**	7	*	**	**	**	2	-	2	**	**	1
	2%	*2%*	*4%*	** a	**	**	*8%* a	*-%*	*2%*	**	**	*3%*
NET: Satisfied	**295**	283	8	**	**	**	11	75	68	**	**	22
	69%	*70%* f	*63%*	**	**	**	*59%*	*70%*	*69%*	**	**	*73%*
NET: Dissatisfied	**17**	16	1	**	**	**	2	7	2	**	**	1
	4%	*4%*	*8%*	**	**	**	*8%*	*6%*	*2%*	**	**	*2%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	g	***h**	i	j	k	l	m
Unweighted total	**425**	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	**426**	41	33	63	12	40	81	32	31	47	379	18	13	15
Very Dissatisfied	**7**	**	**	*	**	**	-	**	**	**	6	**	**	**
	2%	**	**	**%*	**	**	*-%*	**	**	**	*2%*	**	**	**
Fairly Dissatisfied	**10**	**	**	2	**	**	2	**	**	**	9	**	**	**
	2%	**	**	*3%*	**	**	*2%*	**	**	**	*2%*	**	**	**
														jkl
Neither Satisfied Nor Dissatisfied	**105**	**	**	24	**	**	24	**	**	**	94	**	**	**
	25%	**	**	*38%*	**	**	*30%*	**	**	**	*25%*	**	**	**
				ajlm								l		
Fairly Satisfied	**162**	**	**	26	**	**	30	**	**	**	145	**	**	**
	38%	**	**	*41%*	**	**	*38%*	**	**	**	*38%*	**	**	**
Very Satisfied	**133**	**	**	11	**	**	20	**	**	**	119	**	**	**
	31%	**	**	*18%*	**	**	*25%*	**	**	**	*31%*	**	**	**
		c						c		**cfm**			c	
Don't Know (DO NOT READ OUT)	**9**	**	**	-	**	**	4	**	**	**	7	**	**	**
	2%	**	**	*-%*	**	**	*5%*	**	**	**	*2%*	**	**	**
													cj	
NET: Satisfied	**295**	**	**	37	**	**	51	**	**	**	263	**	**	**
	69%	**	**	*59%*	**	**	*63%*	**	**	**	*69%*	**	**	**
NET: Dissatisfied	**17**	**	**	2	**	**	2	**	**	**	14	**	**	**
	4%	**	**	*3%*	**	**	*2%*	**	**	**	*4%*	**	**	**
														cfijl

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	***b**	c	***d**	***e**	f	g	***h**	i	j	k	l	m
Unweighted total	**425**	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	**426**	47	30	65	10	37	79	30	29	47	375	23	14	15
Very Dissatisfied	**7**	**	**	*	**	**	-	**	**	**	6	**	**	**
	2%	**	**	**%*	**	**	*-%*	**	**	**	*2%*	**	**	**
Fairly Dissatisfied	**10**	**	**	2	**	**	4	**	**	**	9	**	**	**
	2%	**	**	*3%*	**	**	*5%*	**	**	**	*2%*	**	**	**
														jkl
Neither Satisfied Nor Dissatisfied	**105**	**	**	30	**	**	20	**	**	**	92	**	**	**
	25%	**	**	*46%*	**	**	*25%*	**	**	**	*25%*	**	**	**
				afijlm								**lm**		
Fairly Satisfied	**162**	**	**	20	**	**	32	**	**	**	142	**	**	**
	38%	**	**	*31%*	**	**	*41%*	**	**	**	*38%*	**	**	**
Very Satisfied	**133**	**	**	13	**	**	19	**	**	**	119	**	**	**
	31%	**	**	*20%*	**	**	*24%*	**	**	**	*32%*	**	**	**
								c		**cfkm**				
Don't Know (DO NOT READ OUT)	**9**	**	**	-	**	**	4	**	**	**	7	**	**	**
	2%	**	**	*-%*	**	**	*6%*	**	**	**	*2%*	**	**	**
													cjk	
NET: Satisfied	**295**	**	**	33	**	**	51	**	**	**	261	**	**	**
	69%	**	**	*51%*	**	**	*65%*	**	**	**	*70%*	**	**	**
		c								c	c		c	
NET: Dissatisfied	**17**	**	**	2	**	**	4	**	**	**	14	**	**	**
	4%	**	**	*3%*	**	**	*5%*	**	**	**	*4%*	**	**	**
														cgijkl

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Very Dissatisfied	7	**	-	**	**	*	**	**	5	6	1	7	**	7	**
	2%	**	*-%*	**	**	**%*	**	**	*5%* be	*2%*	*1%*	*2%*	**	*2%*	**
Fairly Dissatisfied	10	**	1	**	**	5	**	**	3	8	3	10	**	10	**
	2%	**	*1%*	**	**	*3%*	**	**	*3%*	*2%*	*4%*	*2%*	**	*3%*	**
Neither Satisfied Nor Dissatisfied	105	**	17	**	**	49	**	**	28	86	18	99	**	97	**
	25%	**	*18%*	**	**	*25%*	**	**	*29%*	*24%*	*28%*	*25%*	**	*23%*	**
Fairly Satisfied	162	**	42	**	**	77	**	**	26	142	20	151	**	161	**
	38%	**	*47%* h	**	**	*40%* h	**	**	*26%*	*39%*	*31%*	*38%*	**	*39%*	**
Very Satisfied	133	**	31	**	**	57	**	**	33	111	21	121	**	131	**
	31%	**	*34%*	**	**	*30%*	**	**	*34%*	*31%*	*33%*	*31%*	**	*32%*	**
Don't Know (DO NOT READ OUT)	9	**	*	**	**	5	**	**	3	8	1	9	**	9	**
	2%	**	**%*	**	**	*3%*	**	**	*3%*	*2%*	*1%*	*2%*	**	*2%*	**
NET: Satisfied	295	**	74	**	**	134	**	**	59	253	42	272	**	292	**
	69%	**	*81%* h	**	**	*69%*	**	**	*60%*	*70%*	*65%*	*69%*	**	*70%*	**
NET: Dissatisfied	17	**	1	**	**	5	**	**	7	14	3	17	**	17	**
	4%	**	*1%*	**	**	*3%*	**	**	*8%* b	*4%*	*5%*	*4%*	**	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**425**	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	**426**	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Very Dissatisfied	**7**	3	2	2	5	2	**	**	**	**	**	**	7	**	**	4	2
	2%	*2%*	*2%*	*1%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*2%*	*1%*
Fairly Dissatisfied	**10**	5	4	2	8	2	**	**	**	**	**	**	10	**	**	6	2
	2%	*3%*	*5%* c	*1%*	*4%*	*1%*	**	**	**	**	**	**	*3%*	**	**	*3%*	*1%*
Neither Satisfied Nor Dissatisfied	**105**	43	21	40	61	37	**	**	**	**	**	**	97	**	**	45	44
	25%	*25%*	*28%*	*24%*	*26%*	*24%*	**	**	**	**	**	**	*25%*	**	**	*24%*	*23%*
Fairly Satisfied	**162**	66	23	69	78	68	**	**	**	**	**	**	146	**	**	65	84
	38%	*38%*	*30%*	*41%*	*33%*	*44%* a	**	**	**	**	**	**	*37%*	**	**	*35%*	*45%* a
Very Satisfied	**133**	54	23	53	79	43	**	**	**	**	**	**	122	**	**	62	53
	31%	*31%*	*30%*	*32%*	*34%*	*28%*	**	**	**	**	**	**	*31%*	**	**	*33%*	*28%*
Don't Know (DO NOT READ OUT)	**9**	4	3	2	6	2	**	**	**	**	**	**	8	**	**	5	3
	2%	*2%*	*4%*	*1%*	*3%*	*2%*	**	**	**	**	**	**	*2%*	**	**	*3%*	*2%*
NET: Satisfied	**295**	120	45	123	157	111	**	**	**	**	**	**	268	**	**	127	138
	69%	*69%*	*60%*	*73%* b	*66%*	*72%*	**	**	**	**	**	**	*69%*	**	**	*68%*	*73%*
NET: Dissatisfied	**17**	8	6	4	13	4	**	**	**	**	**	**	17	**	**	9	5
	4%	*4%*	*8%*	*2%*	*5%*	*3%*	**	**	**	**	**	**	*4%*	**	**	*5%*	*2%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	***b**	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Very Dissatisfied	**7**	3	1	3	6	2	4	3	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	2%	*1%*	**%*	*1%*	*2%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Fairly Dissatisfied	**10**	8	4	8	6	5	10	6	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	2%	*3%*	*2%*	*2%*	*2%*	*4%*	*3%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**105**	67	68	85	78	24	63	79	**	**	**	**	**	**	75	**	**	**	**	**	**	**
	25%	*26%*	*29%* e	*27%*	*23%*	*20%*	*22%*	*28%*	**	**	**	**	**	**	*24%*	**	**	**	**	**	**	**
Fairly Satisfied	**162**	90	79	115	141	57	105	104	**	**	**	**	**	**	128	**	**	**	**	**	**	**
	38%	*34%*	*34%*	*37%*	*42%* **ab**	*46%* **ab**	*37%*	*36%*	**	**	**	**	**	**	*40%*	**	**	**	**	**	**	**
Very Satisfied	**133**	87	76	93	99	30	96	91	**	**	**	**	**	**	95	**	**	**	**	**	**	**
	31%	*33%*	*32%*	*30%*	*29%*	*24%*	*34%* e	*32%*	**	**	**	**	**	**	*30%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**9**	8	6	8	6	5	4	5	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	2%	*3%*	*2%*	*3%*	*2%*	*4%*	*1%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
NET: Satisfied	**295**	178	155	208	240	86	201	195	**	**	**	**	**	**	222	**	**	**	**	**	**	**
	69%	*67%*	*66%*	*67%*	*71%*	*70%*	*71%*	*68%*	**	**	**	**	**	**	*70%*	**	**	**	**	**	**	**
NET: Dissatisfied	**17**	10	5	10	12	7	14	8	**	**	**	**	**	**	12	**	**	**	**	**	**	**
	4%	*4%*	*2%*	*3%*	*4%*	*6%* b	*5%*	*3%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**425**	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	**426**	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Very Dissatisfied	**7**	*	*	2	-	**	1	2	2	2	**	6	**	1	1	6
	2%	**%*	**%*	*2%*	*-%*	**	*1%*	*3%*	*2%*	*3%*	**	*2%*	**	*1%*	**%*	*3%*
Fairly Dissatisfied	**10**	*	2	3	3	**	*	*	3	2	**	4	**	*	7	4
	2%	**%*	*4%*	*2%*	*4%*	**	**%*	*1%*	*3%*	*3%*	**	*1%*	**	*1%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**105**	16	21	35	11	**	29	17	11	17	**	59	**	16	57	48
	25%	*23%*	*34%*	*30%*	*19%*	**	*31%*	*28%*	*11%*	*23%*	**	*22%*	**	*34%*	*29%*	*21%*
			d				c	c		c						
Fairly Satisfied	**162**	30	18	36	28	**	34	27	48	29	**	117	**	18	78	84
	38%	*42%*	*30%*	*31%*	*49%*	**	*37%*	*45%*	*47%*	*39%*	**	*43%*	**	*38%*	*39%*	*37%*
					bc											
Very Satisfied	**133**	23	19	39	12	**	26	14	35	24	**	81	**	12	53	79
	31%	*33%*	*31%*	*33%*	*21%*	**	*28%*	*23%*	*35%*	*32%*	**	*30%*	**	*25%*	*27%*	*35%*
Don't Know (DO NOT READ OUT)	**9**	2	1	2	3	**	3	*	2	*	**	3	**	1	4	5
	2%	*3%*	*1%*	*2%*	*6%*	**	*3%*	*1%*	*2%*	**%*	**	*1%*	**	*2%*	*2%*	*2%*
NET: Satisfied	**295**	53	38	75	40	**	60	41	84	52	**	197	**	30	131	164
	69%	*74%*	*61%*	*64%*	*70%*	**	*65%*	*68%*	*82%*	*71%*	**	*73%*	**	*62%*	*66%*	*72%*
									ab							
NET: Dissatisfied	**17**	*	3	5	3	**	1	2	5	4	**	9	**	1	7	10
	4%	**%*	*4%*	*4%*	*4%*	**	*1%*	*4%*	*5%*	*5%*	**	*4%*	**	*2%*	*4%*	*4%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Very Dissatisfied	**7**	3	*	-	6	3	*	-	6	2	1	1	**
	2%	*1%*	**%*	*-%*	*3%*	*1%*	**%*	*-%*	*2%*	*2%*	**%*	*1%*	**
Fairly Dissatisfied	**10**	6	2	2	4	5	3	2	4	5	4	5	**
	2%	*2%*	*4%*	*2%*	*2%*	*2%*	*4%*	*2%*	*2%*	*6%*	*2%*	*8%*	**
										b		b	
Neither Satisfied Nor Dissatisfied	**105**	73	12	26	51	68	17	23	55	21	55	21	**
	25%	*28%*	*24%*	*28%*	*21%*	*28%*	*24%*	*26%*	*22%*	*23%*	*25%*	*36%*	**
Fairly Satisfied	**162**	103	11	39	102	95	20	39	102	41	74	19	**
	38%	*40%*	*23%*	*42%*	*42%*	*39%*	*29%*	*45%*	*41%*	*45%*	*33%*	*32%*	**
		b								b			
Very Satisfied	**133**	70	23	24	74	68	25	22	76	20	84	11	**
	31%	*27%*	*45%*	*26%*	*31%*	*28%*	*37%*	*26%*	*31%*	*23%*	*37%*	*19%*	**
			a								**ac**		
Don't Know (DO NOT READ OUT)	**9**	6	2	1	5	4	4	1	5	1	8	2	**
	2%	*2%*	*4%*	*1%*	*2%*	*2%*	*5%*	*1%*	*2%*	*1%*	*4%*	*4%*	**
NET: Satisfied	**295**	174	34	63	177	163	45	61	179	61	158	29	**
	69%	*67%*	*68%*	*68%*	*73%*	*67%*	*66%*	*70%*	*72%*	*68%*	*70%*	*51%*	**
										c	c		
NET: Dissatisfied	**17**	8	2	2	10	8	3	2	10	7	4	5	**
	4%	*3%*	*4%*	*2%*	*4%*	*3%*	*4%*	*2%*	*4%*	*8%*	*2%*	*9%*	**
										b		b	

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Very Dissatisfied	**7**	-	1	1	**	6	2	*	**	3	1	2	3	-	**
	2%	*-%*	**%*	*1%*	**	*2%*	*1%*	**%*	**	*1%*	**%*	*1%*	*1%*	*-%*	**
Fairly Dissatisfied	**10**	3	3	1	**	2	3	3	**	6	2	4	6	2	**
	2%	*4%*	*2%*	*2%*	**	*1%*	*2%*	*3%*	**	*3%*	*1%*	*2%*	*3%*	*1%*	**
Neither Satisfied Nor Dissatisfied	**105**	27	56	11	**	52	39	22	**	56	63	48	55	47	**
	25%	*30%*	*29%*	*26%*	**	*20%*	*21%*	*21%*	**	*25%*	*30%*	*24%*	*27%*	*28%*	**
Fairly Satisfied	**162**	42	56	14	**	109	83	44	**	80	77	86	80	70	**
	38%	*47%* b	*29%*	*33%*	**	*43%*	*43%*	*43%*	**	*37%*	*36%*	*44%*	*39%*	*41%*	**
Very Satisfied	**133**	18	69	14	**	83	60	31	**	67	63	55	55	46	**
	31%	*20%*	*36%* a	*33%*	**	*33%*	*31%*	*30%*	**	*30%*	*30%*	*28%*	*27%*	*27%*	**
Don't Know (DO NOT READ OUT)	**9**	*	6	2	**	3	4	2	**	8	6	2	7	6	**
	2%	**%*	*3%*	*5%*	**	*1%*	*2%*	*2%*	**	*4%*	*3%*	*1%*	*4%*	*3%*	**
NET: Satisfied	**295**	60	124	27	**	192	142	74	**	147	140	141	135	116	**
	69%	*66%*	*66%*	*66%*	**	*75%*	*75%*	*73%*	**	*67%*	*66%*	*72%*	*66%*	*68%*	**
NET: Dissatisfied	**17**	3	4	1	**	8	5	3	**	8	3	6	8	2	**
	4%	*4%*	*2%*	*3%*	**	*3%*	*3%*	*3%*	**	*4%*	*1%*	*3%*	*4%* b	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Very Dissatisfied	**7**	2	-	4	**	**	1	-	**	**	**	**	7	7	7	4	7
	2%	*2%*	*-%*	*3%*	**	**	**%*	*-%*	**	**	**	**	*2%*	*2%*	*2%*	*1%*	*2%*
Fairly Dissatisfied	**10**	4	3	4	**	**	2	2	**	**	**	**	10	8	10	10	9
	2%	*2%*	*3%*	*3%*	**	**	*1%*	*1%*	**	**	**	**	*2%*	*2%*	*2%*	*3%*	*2%*
Neither Satisfied Nor Dissatisfied	**105**	35	27	32	**	**	49	50	**	**	**	**	99	88	101	97	100
	25%	*22%*	*23%*	*25%*	**	**	*23%*	*27%*	**	**	**	**	*25%*	*26%*	*25%*	*26%*	*24%*
Fairly Satisfied	**162**	63	53	53	**	**	81	68	**	**	**	**	149	125	149	141	162
	38%	*39%*	*45%*	*41%*	**	**	*39%*	*37%*	**	**	**	**	*38%*	*37%*	*37%*	*38%*	*39%*
Very Satisfied	**133**	56	32	37	**	**	68	59	**	**	**	**	124	103	124	114	128
	31%	*34%*	*27%*	*28%*	**	**	*33%*	*32%*	**	**	**	**	*31%*	*31%*	*31%*	*31%*	*31%*
Don't Know (DO NOT READ OUT)	**9**	3	3	1	**	**	7	5	**	**	**	**	7	4	7	7	9
	2%	*2%*	*2%*	**%*	**	**	*3%*	*3%*	**	**	**	**	*2%*	*1%*	*2%*	*2%*	*2%*
NET: Satisfied	**295**	119	85	90	**	**	150	127	**	**	**	**	272	228	272	255	290
	69%	*73%*	*72%*	*69%*	**	**	*72%*	*69%*	**	**	**	**	*69%*	*68%*	*69%*	*68%*	*70%*
NET: Dissatisfied	**17**	6	3	7	**	**	3	2	**	**	**	**	17	15	17	14	16
	4%	*4%*	*3%*	*6%*	**	**	*1%*	*1%*	**	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Very Dissatisfied	**7**	4	6	2	**	3	**	-	3	4	**	3	4	2	3	2
	2%	*1%*	*2%*	*1%*	**	*1%*	**	*-%*	*1%*	*1%*	**	*3%*	*1%*	*2%*	*1%*	*3%*
Fairly Dissatisfied	**10**	10	9	8	**	6	**	2	6	6	**	4	7	3	6	1
	2%	*3%*	*2%*	*5%*	**	*2%*	**	*2%*	*3%*	*2%*	**	*4%*	*2%*	*3%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**105**	74	99	41	**	61	**	30	56	86	**	29	76	20	62	22
	25%	*26%*	*25%*	*29%*	**	*24%*	**	*33%*	*23%*	*23%*	**	*30%*	*23%*	*19%*	*25%*	*33%* a
Fairly Satisfied	**162**	119	155	50	**	97	**	36	95	144	**	42	120	39	107	16
	38%	*41%*	*39%*	*35%*	**	*37%*	**	*39%*	*40%*	*39%*	**	*43%*	*37%*	*36%*	*43%* c	*24%*
Very Satisfied	**133**	79	127	40	**	85	**	21	72	122	**	20	112	43	65	25
	31%	*28%*	*32%*	*28%*	**	*33%*	**	*23%*	*30%*	*33%*	**	*21%*	*34%* a	*40%* b	*26%*	*37%*
Don't Know (DO NOT READ OUT)	**9**	3	6	3	**	7	**	2	6	7	**	*	9	1	8	1
	2%	*1%*	*2%*	*2%*	**	*3%*	**	*2%*	*3%*	*2%*	**	*%*	*3%*	*1%*	*3%*	*1%*
NET: Satisfied	**295**	198	283	90	**	181	**	57	167	266	**	62	232	82	172	41
	69%	*69%*	*70%*	*62%*	**	*70%*	**	*63%*	*70%*	*72%*	**	*64%*	*71%*	*76%* c	*68%*	*61%*
NET: Dissatisfied	**17**	14	15	10	**	9	**	2	10	10	**	6	11	5	9	3
	4%	*5%*	*4%*	*7%*	**	*4%*	**	*2%*	*4%*	*3%*	**	*6%*	*3%*	*4%*	*4%*	*5%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Very Dissatisfied	**7**	2	**	5	4	3
	2%	*1%*	**	*2%*	*2%*	*1%*
Fairly Dissatisfied	**10**	6	**	5	5	5
	2%	*3%*	**	*2%*	*2%*	*3%*
Neither Satisfied Nor Dissatisfied	**105**	36	**	57	61	44
	25%	*21%*	**	*28%*	*27%*	*21%*
Fairly Satisfied	**162**	71	**	71	80	82
	38%	*41%*	**	*35%*	*36%*	*40%*
Very Satisfied	**133**	58	**	60	68	65
	31%	*33%*	**	*30%*	*30%*	*32%*
Don't Know (DO NOT READ OUT)	**9**	1	**	6	4	5
	2%	*1%*	**	*3%*	*2%*	*3%*
NET: Satisfied	**295**	129	**	131	148	147
	69%	*74%*	**	*64%*	*66%*	*72%*
		c	c			
NET: Dissatisfied	**17**	8	**	10	10	8
	4%	*4%*	**	*5%*	*4%*	*4%*

Columns Tested: a,b,c - a,b

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	***f**	***g**	h	i	j	k	***l**
Unweighted total	**425**	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	**426**	35	38	34	53	57	25	25	29	38	34	36	21
Very Dissatisfied	**7**	**	**	**	1	**	**	**	**	**	**	**	**
	2%	**	**	**	*1%*	**	**	**	**	**	**	**	**
Fairly Dissatisfied	**10**	**	**	**	1	**	**	**	**	**	**	**	**
	2%	**	**	**	*1%*	**	**	**	**	**	**	**	**
									e				
Neither Satisfied Nor Dissatisfied	**105**	**	**	**	11	**	**	**	**	**	**	**	**
	25%	**	**	**	*22%*	**	**	**	**	**	**	**	**
			a	a		a				a	a		
Fairly Satisfied	**162**	**	**	**	25	**	**	**	**	**	**	**	**
	38%	**	**	**	*48%*	**	**	**	**	**	**	**	**
					ci	i			i		**ci**	i	
Very Satisfied	**133**	**	**	**	14	**	**	**	**	**	**	**	**
	31%	**	**	**	*26%*	**	**	**	**	**	**	**	**
		ej		**ej**									
Don't Know (DO NOT READ OUT)	**9**	**	**	**	1	**	**	**	**	**	**	**	**
	2%	**	**	**	*1%*	**	**	**	**	**	**	**	**
										cdej			
NET: Satisfied	**295**	**	**	**	39	**	**	**	**	**	**	**	**
	69%	**	**	**	*74%*	**	**	**	**	**	**	**	**
		i			i								
NET: Dissatisfied	**17**	**	**	**	1	**	**	**	**	**	**	**	**
	4%	**	**	**	*3%*	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Price of postage (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied

Base: All those who use other providers to RM (QV4=2-16,98)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Very Dissatisfied	**7**	3	2	2	-
	2%	*2%*	*2%*	*2%*	*-%*
Fairly Dissatisfied	**10**	1	3	6	1
	2%	*1%*	*2%*	*7%*	*1%*
				ad	
Neither Satisfied Nor Dissatisfied	**105**	29	33	21	22
	25%	*27%*	*24%*	*23%*	*24%*
Fairly Satisfied	**162**	33	62	24	43
	38%	*31%*	*46%*	*26%*	*48%*
			ac		**ac**
Very Satisfied	**133**	40	35	35	24
	31%	*37%*	*26%*	*38%*	*26%*
Don't Know (DO NOT READ OUT)	**9**	2	1	5	1
	2%	*2%*	*1%*	*5%*	*1%*
				b	
NET: Satisfied	**295**	73	96	59	67
	69%	*67%*	*71%*	*64%*	*74%*
NET: Dissatisfied	**17**	4	5	8	1
	4%	*3%*	*4%*	*9%*	*1%*
				d	

Columns Tested: a,b,c,d

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Very Dissatisfied	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	**	**	*-%*
Fairly Dissatisfied	**9**	9	*	**	**	**	1	4	1	**	**	*
	2%	*2%*	*3%*	**	**	**	*3%*	*4%*	*1%*	**	**	**%*
Neither Satisfied Nor Dissatisfied	**46**	44	1	**	**	**	2	8	13	**	**	5
	11%	*11%*	*10%*	**	**	**	*10%*	*8%*	*13%*	**	**	*16%*
Fairly Satisfied	**132**	126	3	**	**	**	6	32	31	**	**	4
	31%	*31%*	*28%*	**	**	**	*30%*	*29%* e	*32%* e	**	**	*14%*
Very Satisfied	**228**	218	7	**	**	**	10	63	50	**	**	18
	54%	*54%*	*55%*	**	**	**	*51%*	*59%*	*51%*	**	**	*62%*
Don't Know (DO NOT READ OUT)	**11**	10	*	**	**	**	1	-	4	**	**	2
	2%	*2%*	*3%*	**	**	**	*5%*	*-%*	*4%*	**	**	*8%* a
NET: Satisfied	**360**	344	10	**	**	**	16	95	82	**	**	22
	85%	*85%*	*83%*	**	**	**	*82%*	*88%*	*83%*	**	**	*76%*
NET: Dissatisfied	**9**	9	*	**	**	**	1	4	1	**	**	*
	2%	*2%*	*3%*	**	**	**	*3%*	*4%*	*1%*	**	**	**%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	426	41	33	63	12	40	81	32	31	47	379	18	13	15
Very Dissatisfied	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Fairly Dissatisfied	9	**	**	4	**	**	-	**	**	**	8	**	**	**
	2%	**	**	6%	**	**	-%	**	**	**	2%	**	**	**
Neither Satisfied Nor Dissatisfied	46	**	**	4	**	**	8	**	**	**	43	**	**	**
	11%	**	**	7%	**	**	10%	**	**	**	11%	**	**	**
		cik						i						
Fairly Satisfied	132	**	**	21	**	**	31	**	**	**	118	**	**	**
	31%	**	**	33%	**	**	38%	**	**	**	31%	**	**	**
				a			ag				a			a
Very Satisfied	228	**	**	32	**	**	40	**	**	**	200	**	**	**
	54%	**	**	51%	**	**	49%	**	**	**	53%	**	**	**
										fj				
Don't Know (DO NOT READ OUT)	11	**	**	2	**	**	2	**	**	**	10	**	**	**
	2%	**	**	3%	**	**	2%	**	**	**	3%	**	**	**
NET: Satisfied	360	**	**	53	**	**	71	**	**	**	318	**	**	**
	85%	**	**	84%	**	**	88%	**	**	**	84%	**	**	**
							g			ag		ag	ag	g
NET: Dissatisfied	9	**	**	4	**	**	-	**	**	**	8	**	**	**
	2%	**	**	6%	**	**	-%	**	**	**	2%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	426	47	30	65	10	37	79	30	29	47	375	23	14	15
Very Dissatisfied	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Fairly Dissatisfied	9	**	**	4	**	**	-	**	**	**	8	**	**	**
	2%	**	**	6%	**	**	-%	**	**	**	2%	**	**	**
Neither Satisfied Nor Dissatisfied	46	**	**	6	**	**	6	**	**	**	43	**	**	**
	11%	**	**	10%	**	**	7%	**	**	**	11%	**	**	**
		fijkm						ik			i			
Fairly Satisfied	132	**	**	23	**	**	29	**	**	**	115	**	**	**
	31%	**	**	35%	**	**	37%	**	**	**	31%	**	**	**
Very Satisfied	228	**	**	30	**	**	42	**	**	**	198	**	**	**
	54%	**	**	46%	**	**	53%	**	**	**	53%	**	**	**
										cj				
Don't Know (DO NOT READ OUT)	11	**	**	2	**	**	2	**	**	**	10	**	**	**
	2%	**	**	3%	**	**	2%	**	**	**	3%	**	**	**
NET: Satisfied	360	**	**	52	**	**	71	**	**	**	313	**	**	**
	85%	**	**	81%	**	**	90%	**	**	**	84%	**	**	**
							ag			ag	g	ag	ag	g
NET: Dissatisfied	9	**	**	4	**	**	-	**	**	**	8	**	**	**
	2%	**	**	6%	**	**	-%	**	**	**	2%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Very Dissatisfied	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Fairly Dissatisfied	9	**	4	**	**	2	**	**	1	7	2	9	**	9	**
	2%	**	4%	**	**	1%	**	**	1%	2%	3%	2%	**	2%	**
Neither Satisfied Nor Dissatisfied	46	**	3	**	**	28	**	**	9	42	4	39	**	46	**
	11%	**	4%	**	**	14%	**	**	9%	12%	6%	10%	**	11%	**
						b							a		
Fairly Satisfied	132	**	24	**	**	61	**	**	35	114	18	124	**	129	**
	31%	**	26%	**	**	32%	**	**	36%	32%	27%	31%	**	31%	**
Very Satisfied	228	**	56	**	**	100	**	**	50	187	41	214	**	221	**
	54%	**	61%	**	**	52%	**	**	51%	52%	64%	54%	**	53%	**
											a				
Don't Know (DO NOT READ OUT)	11	**	4	**	**	2	**	**	2	11	*	10	**	11	**
	2%	**	5%	**	**	1%	**	**	2%	3%	*%	3%	**	3%	**
NET: Satisfied	360	**	80	**	**	161	**	**	85	301	59	338	**	349	**
	85%	**	87%	**	**	84%	**	**	87%	83%	91%	85%	**	84%	**
NET: Dissatisfied	9	**	4	**	**	2	**	**	1	7	2	9	**	9	**
	2%	**	4%	**	**	1%	**	**	1%	2%	3%	2%	**	2%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	425	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	426	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Very Dissatisfied	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Fairly Dissatisfied	9	4	1	5	4	5	**	**	**	**	**	**	9	**	**	2	5
	2%	2%	1%	3%	2%	3%	**	**	**	**	**	**	2%	**	**	1%	3%
Neither Satisfied Nor Dissatisfied	46	15	15	16	31	9	**	**	**	**	**	**	40	**	**	30	15
	11%	8%	20%	10%	13%	6%	**	**	**	**	**	**	10%	**	**	16%	8%
			ac		b									b		ac	
Fairly Satisfied	132	52	26	52	64	58	**	**	**	**	**	**	122	**	**	56	68
	31%	30%	34%	31%	27%	37%	**	**	**	**	**	**	31%	**	**	30%	36%
						a										a	a
Very Satisfied	228	100	32	92	127	82	**	**	**	**	**	**	210	**	**	90	101
	54%	57%	42%	55%	54%	53%	**	**	**	**	**	**	54%	**	**	48%	53%
		b													bc		
Don't Know (DO NOT READ OUT)	11	5	2	4	10	*	**	**	**	**	**	**	10	**	**	8	*
	2%	3%	3%	2%	4%	*%	**	**	**	**	**	**	3%	**	**	4%	*%
					b								b		c	c	
NET: Satisfied	360	152	58	144	191	140	**	**	**	**	**	**	331	**	**	146	169
	85%	87%	76%	85%	81%	91%	**	**	**	**	**	**	85%	**	**	78%	89%
		b				a											b
NET: Dissatisfied	9	4	1	5	4	5	**	**	**	**	**	**	9	**	**	2	5
	2%	2%	1%	3%	2%	3%	**	**	**	**	**	**	2%	**	**	1%	3%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	***b**	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Very Dissatisfied	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fairly Dissatisfied	**9**	5	7	7	7	4	7	7	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Neither Satisfied Nor Dissatisfied	**46**	26	28	40	39	7	36	39	**	**	**	**	**	**	39	**	**	**	**	**	**	**
	11%	*10%*	*12%*	*13%*	*12%*	*6%*	*13%*	*14%*	**	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
			e	e	e		e															
Fairly Satisfied	**132**	80	69	100	104	46	77	91	**	**	**	**	**	**	98	**	**	**	**	**	**	**
	31%	*30%*	*30%*	*32%*	*31%*	*37%*	*28%*	*32%*	**	**	**	**	**	**	*31%*	**	**	**	**	**	**	**
						f																
Very Satisfied	**228**	144	123	156	179	64	154	143	**	**	**	**	**	**	165	**	**	**	**	**	**	**
	54%	*55%*	*53%*	*50%*	*53%*	*52%*	*55%*	*50%*	**	**	**	**	**	**	*52%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**11**	8	6	8	6	2	7	8	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	2%	*3%*	*3%*	*3%*	*2%*	*2%*	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
NET: Satisfied	**360**	224	192	256	283	109	231	234	**	**	**	**	**	**	263	**	**	**	**	**	**	**
	85%	*85%*	*82%*	*82%*	*84%*	*89%*	*82%*	*81%*	**	**	**	**	**	**	*83%*	**	**	**	**	**	**	**
NET: Dissatisfied	**9**	5	7	7	7	4	7	7	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	*2%*	*4%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**425**	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	**426**	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Very Dissatisfied	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Fairly Dissatisfied	**9**	2	2	1	2	**	3	3	*	2	**	4	**	3	7	2
	2%	*3%*	*3%*	*1%*	*4%*	**	*3%*	*4%*	*%*	*2%*	**	*2%*	**	*6%* a	*4%* b	*1%*
Neither Satisfied Nor Dissatisfied	**46**	12	9	16	3	**	11	10	12	6	**	33	**	6	23	23
	11%	*17%* d	*15%* d	*13%* d	*4%*	**	*12%*	*16%*	*11%*	*8%*	**	*12%*	**	*12%*	*11%*	*10%*
Fairly Satisfied	**132**	18	21	35	24	**	23	22	34	26	**	80	**	19	64	68
	31%	*25%*	*34%*	*29%*	*43%* a	**	*25%*	*35%*	*33%*	*35%*	**	*30%*	**	*39%*	*32%*	*30%*
Very Satisfied	**228**	35	30	62	27	**	53	24	55	40	**	146	**	20	101	127
	54%	*49%*	*49%*	*53%*	*48%*	**	*57%* b	*40%*	*54%*	*54%*	**	*54%*	**	*42%*	*51%*	*56%*
Don't Know (DO NOT READ OUT)	**11**	4	-	4	1	**	2	2	2	-	**	6	**	*	4	6
	2%	*5%*	*-%*	*3%*	*1%*	**	*2%*	*4%*	*2%*	*-%*	**	*2%*	**	**%*	*2%*	*3%*
NET: Satisfied	**360**	53	51	96	51	**	76	46	88	66	**	225	**	39	165	195
	85%	*75%*	*83%*	*82%*	*91%* a	**	*82%*	*76%*	*87%*	*89%* b	**	*84%*	**	*82%*	*83%*	*86%*
NET: Dissatisfied	**9**	2	2	1	2	**	3	3	*	2	**	4	**	3	7	2
	2%	*3%*	*3%*	*1%*	*4%*	**	*3%*	*4%*	**%*	*2%*	**	*2%*	**	*6%* a	*4%* b	*1%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Very Dissatisfied	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Fairly Dissatisfied	**9**	7	-	5	2	7	-	3	4	*	5	2	**
	2%	*3%*	*-%*	*5%* b	*1%*	*3%*	*-%*	*3%*	*2%*	**%*	*2%*	*4%*	**
Neither Satisfied Nor Dissatisfied	**46**	32	9	9	31	27	13	11	28	15	24	3	**
	11%	*12%*	*17%*	*9%*	*13%*	*11%*	*19%*	*12%*	*11%*	*16%* c	*11%*	*5%*	**
Fairly Satisfied	**132**	90	9	31	73	86	14	31	73	25	69	22	**
	31%	*35%* b	*19%*	*33%*	*30%*	*35%* b	*20%*	*35%*	*30%*	*28%*	*31%*	*38%*	**
Very Satisfied	**228**	127	29	49	130	118	38	43	136	46	122	28	**
	54%	*49%*	*57%*	*52%*	*54%*	*49%*	*55%*	*49%*	*55%*	*51%*	*54%*	*49%*	**
Don't Know (DO NOT READ OUT)	**11**	4	4	*	6	4	4	*	6	4	6	2	**
	2%	*2%*	*8%* a	**%*	*3%*	*2%*	*6%*	**%*	*2%*	*4%*	*3%*	*3%*	**
NET: Satisfied	**360**	218	38	80	203	204	52	73	210	71	191	50	**
	85%	*84%*	*75%*	*86%*	*84%*	*84%*	*75%*	*84%*	*84%*	*79%*	*84%*	*87%*	**
NET: Dissatisfied	**9**	7	-	5	2	7	-	3	4	*	5	2	**
	2%	*3%*	*-%*	*5%* b	*1%*	*3%*	*-%*	*3%*	*2%*	**%*	*2%*	*4%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Very Dissatisfied	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Fairly Dissatisfied	**9**	*	7	2	**	3	5	2	**	5	7	5	5	3	**
	2%	*%	*4%*	*6%* a	**	*1%*	*3%*	*2%*	**	*2%*	*3%*	*2%*	*2%*	*2%*	**
Neither Satisfied Nor Dissatisfied	**46**	11	24	4	**	28	29	11	**	20	24	22	19	20	**
	11%	*12%*	*12%*	*10%*	**	*11%*	*15%*	*11%*	**	*9%*	*11%*	*11%*	*9%*	*12%*	**
Fairly Satisfied	**132**	30	55	12	**	81	60	37	**	70	68	70	68	64	**
	31%	*33%*	*29%*	*28%*	**	*32%*	*31%*	*37%*	**	*32%*	*32%*	*36%*	*33%*	*37%*	**
Very Satisfied	**228**	46	100	21	**	140	92	47	**	118	106	94	108	82	**
	54%	*50%*	*53%*	*51%*	**	*55%*	*48%*	*47%*	**	*54%*	*50%*	*48%*	*52%*	*48%*	**
Don't Know (DO NOT READ OUT)	**11**	4	4	2	**	4	4	4	**	6	6	4	6	2	**
	2%	*4%*	*2%*	*4%*	**	*2%*	*2%*	*4%*	**	*3%*	*3%*	*2%*	*3%*	*1%*	**
NET: Satisfied	**360**	75	155	33	**	221	152	85	**	188	174	164	176	145	**
	85%	*83%*	*81%*	*79%*	**	*87%*	*80%*	*83%*	**	*86%*	*82%*	*84%*	*86%*	*85%*	**
NET: Dissatisfied	**9**	*	7	2	**	3	5	2	**	5	7	5	5	3	**
	2%	*%	*4%*	*6%* a	**	*1%*	*3%*	*2%*	**	*2%*	*3%*	*2%*	*2%*	*2%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Very Dissatisfied	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly Dissatisfied	**9**	3	3	2	**	**	5	3	**	**	**	**	9	5	9	9	9
	2%	*2%*	*3%*	*2%*	**	**	*2%*	*2%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
Neither Satisfied Nor Dissatisfied	**46**	17	18	21	**	**	23	19	**	**	**	**	44	41	46	43	44
	11%	*10%*	*15%*	*16%*	**	**	*11%*	*10%*	**	**	**	**	*11%*	*12%*	*12%*	*12%*	*11%*
Fairly Satisfied	**132**	54	37	31	**	**	73	63	**	**	**	**	118	110	118	116	132
	31%	*33%*	*32%*	*23%*	**	**	*35%*	*34%*	**	**	**	**	*30%*	*33%*	*30%*	*31%*	*32%*
Very Satisfied	**228**	86	58	73	**	**	104	97	**	**	**	**	213	176	214	200	219
	54%	*52%*	*49%*	*56%*	**	**	*50%*	*53%*	**	**	**	**	*54%*	*53%*	*54%*	*54%*	*53%*
Don't Know (DO NOT READ OUT)	**11**	4	2	4	**	**	4	2	**	**	**	**	10	3	10	5	11
	2%	*3%*	*2%*	*3%*	**	**	*2%*	*1%*	**	**	**	**	*3%*	*1%*	*3%*	*1%*	*3%*
						b											
NET: Satisfied	**360**	140	95	103	**	**	177	160	**	**	**	**	331	286	331	316	351
	85%	*86%*	*81%*	*79%*	**	**	*85%*	*87%*	**	**	**	**	*84%*	*85%*	*83%*	*85%*	*85%*
		e															
NET: Dissatisfied	**9**	3	3	2	**	**	5	3	**	**	**	**	9	5	9	9	9
	2%	*2%*	*3%*	*2%*	**	**	*2%*	*2%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Very Dissatisfied	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Fairly Dissatisfied	**9**	6	9	2	**	3	**	4	5	2	**	9	1	2	7	*
	2%	*2%*	*2%*	*1%*	**	*1%*	**	*5%*	*2%*	*1%*	**	*9%* b	*%*	*2%*	*3%*	*%*
Neither Satisfied Nor Dissatisfied	**46**	31	46	23	**	27	**	13	21	30	**	26	19	18	17	11
	11%	*11%*	*11%*	*16%*	**	*10%*	**	*15%*	*9%*	*8%*	**	*27%* b	*6%*	*17%* b	*7%*	*16%* b
Fairly Satisfied	**132**	99	124	50	**	84	**	32	77	114	**	32	99	30	83	19
	31%	*34%*	*31%*	*35%*	**	*32%*	**	*36%*	*32%*	*31%*	**	*33%*	*30%*	*28%*	*33%*	*28%*
Very Satisfied	**228**	149	213	66	**	139	**	41	130	214	**	30	198	58	135	35
	54%	*52%*	*53%*	*46%*	**	*54%*	**	*45%*	*54%*	*58%*	**	*31%*	*60%* a	*54%*	*54%*	*53%*
Don't Know (DO NOT READ OUT)	**11**	5	11	2	**	6	**	-	6	8	**	-	11	*	8	2
	2%	*2%*	*3%*	*2%*	**	*2%*	**	*-%*	*3%*	*2%*	**	*-%*	*3%*	*%*	*3%*	*4%*
NET: Satisfied	**360**	248	338	116	**	223	**	73	207	329	**	62	297	87	218	54
	85%	*86%*	*84%*	*81%*	**	*86%*	**	*81%*	*87%*	*89%*	**	*64%*	*91%* a	*82%*	*87%*	*80%*
NET: Dissatisfied	**9**	6	9	2	**	3	**	4	5	2	**	9	1	2	7	*
	2%	*2%*	*2%*	*1%*	**	*1%*	**	*5%*	*2%*	*1%*	**	*9%* b	*%*	*2%*	*3%*	*%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Very Dissatisfied	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*
Fairly Dissatisfied	**9**	3	**	4	9	-
	2%	*2%*	**	*2%*	*4%* b	*-%*
Neither Satisfied Nor Dissatisfied	**46**	18	**	21	34	12
	11%	*10%*	**	*10%*	*15%* b	*6%*
Fairly Satisfied	**132**	50	**	74	67	65
	31%	*29%*	**	*36%* b	*30%*	*32%*
Very Satisfied	**228**	99	**	98	106	123
	54%	*57%*	**	*48%*	*48%*	*60%* a
Don't Know (DO NOT READ OUT)	**11**	4	**	6	6	4
	2%	*2%*	**	*3%*	*3%*	*2%*
NET: Satisfied	**360**	149	**	172	173	187
	85%	*86%*	**	*85%*	*78%*	*92%* a
NET: Dissatisfied	**9**	3	**	4	9	-
	2%	*2%*	**	*2%*	*4%* b	*-%*

Columns Tested: a,b,c - a,b

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	*l
Unweighted total	425	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	426	35	38	34	53	57	25	25	29	38	34	36	21
Very Dissatisfied	-	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Fairly Dissatisfied	9	**	**	**	4	**	**	**	**	**	**	**	**
	2%	**	**	**	8%	**	**	**	**	**	**	**	**
					e								
Neither Satisfied Nor Dissatisfied	46	**	**	**	5	**	**	**	**	**	**	**	**
	11%	**	**	**	9%	**	**	**	**	**	**	**	**
		hk				hk							
Fairly Satisfied	132	**	**	**	23	**	**	**	**	**	**	**	**
	31%	**	**	**	44%	**	**	**	**	**	**	**	**
		bc			bc	bc							
Very Satisfied	228	**	**	**	21	**	**	**	**	**	**	**	**
	54%	**	**	**	40%	**	**	**	**	**	**	**	**
			ade	ade							ade	de	
Don't Know (DO NOT READ OUT)	11	**	**	**	*	**	**	**	**	**	**	**	**
	2%	**	**	**	*%	**	**	**	**	**	**	**	**
												acde	
NET: Satisfied	360	**	**	**	44	**	**	**	**	**	**	**	**
	85%	**	**	**	83%	**	**	**	**	**	**	**	**
NET: Dissatisfied	9	**	**	**	4	**	**	**	**	**	**	**	**
	2%	**	**	**	8%	**	**	**	**	**	**	**	**
					e								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Items being delivered intact/undamaged (QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied
Base: All those who use other providers to RM (QV4=2-16,98)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	425	107	131	94	93
Weighted total	426	108	135	92	91
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	9	2	4	3	*
	2%	2%	3%	3%	*%
Neither Satisfied Nor Dissatisfied	46	15	17	6	8
	11%	14%	12%	7%	9%
Fairly Satisfied	132	27	59	23	23
	31%	25%	44%	25%	25%
			acd		
Very Satisfied	228	63	55	55	55
	54%	59%	41%	59%	61%
		b		b	b
Don't Know (DO NOT READ OUT)	11	*	*	5	5
	2%	*%	*%	6%	5%
				ab	ab
NET: Satisfied	360	90	114	78	78
	85%	84%	85%	84%	86%
NET: Dissatisfied	9	2	4	3	*
	2%	2%	3%	3%	*%

Columns Tested: a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	c	*d	e
Unweighted total	425	262	105	35	23	-	163	69	71	34	18	60
Weighted total	426	406	12	5	3	-	19	107	99	38	15	29
Delivery time (when you receive your mail delivery)	10	10	*	**	**	**	*	4	2	**	**	*
	2%	3%	1%	**	**	**	*%	4%	2%	**	**	*%
Delivery consistency / reliability (e.g. arrives as promised consistently)	17	17	1	**	**	**	1	3	2	**	**	4
	4%	4%	5%	**	**	**	5%	3%	2%	**	**	13% abc
Collection time of items you are sending	1	1	*	**	**	**	1	1	-	**	**	*
	*%	*%	3% a	**	**	**	4% a	1%	-%	**	**	1%
Collection reliability	9	8	1	**	**	**	1	5	2	**	**	*
	2%	2%	6% a	**	**	**	5%	4%	2%	**	**	1%
Availability of a daily collection	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Latest collection time	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Account management (if applicable)	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Trustworthiness of the provider	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Latest collection time	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Amount of lost post sent	17	16	*	**	**	**	1	2	3	**	**	2
	4%	4%	4%	**	**	**	4%	2%	3%	**	**	7%
No Problems	328	313	9	**	**	**	15	78	82	**	**	23
	77%	77%	77%	**	**	**	78%	73%	83%	**	**	78%
Price of postage	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Items being delivered intact/undamaged	30	30	*	**	**	**	*	10	8	**	**	2
	7%	7% f	3%	**	**	**	3%	9%	8%	**	**	7%
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%
Accessibility of the sorting office / opening hours	-	-	-	**	**	**	-	-	-	**	**	-
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	***d**	***e**	f	a	b	c	***d**	e
Unweighted total	**425**	262	105	35	23	-	163	69	71	34	18	60
Weighted total	**426**	406	12	5	3	-	19	107	99	38	15	29
Lost or late delivery of sent mail	**11**	10	*	**	**	**	1	6	*	**	**	*
	3%	*3%*	*4%*	**	**	**	*3%*	*6%*	**%*	**	**	**%*
Wrong mail delivered / our mail delivered elsewhere	**3**	3	*	**	**	**	*	2	-	**	**	-
	1%	*1%*	*2%*	**	**	**	*1%*	*2%*	*-%*	**	**	*-%*
Problems with the Smart Stamp online system	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	**	**	*-%*
Recorded letters not being signed for	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	**	**	*-%*
Don't know / na	**-**	-	-	**	**	**	-	-	-	**	**	-
	-%	*-%*	*-%*	**	**	**	*-%*	*-%*	*-%*	**	**	*-%*
Other	**12**	11	*	**	**	**	*	4	-	**	**	*
	3%	*3%*	*1%*	**	**	**	*1%*	*3%*	*-%*	**	**	**%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	426	41	33	63	12	40	81	32	31	47	379	18	13	15
Delivery time (when you receive your mail delivery)	10	**	**	-	**	**	3	**	**	**	9	**	**	**
	2%	**	**	-%	**	**	4%	**	**	**	2%	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	17	**	**	4	**	**	4	**	**	**	17	**	**	**
	4%	**	**	6%	**	**	4%	**	**	**	4%	**	**	**
Collection time of items you are sending	1	**	**	-	**	**	*	**	**	**	1	**	**	**
	*%	**	**	-%	**	**	*%	**	**	**	*%	**	**	**
												j		
Collection reliability	9	**	**	2	**	**	4	**	**	**	8	**	**	**
	2%	**	**	3%	**	**	4%	**	**	**	2%	**	**	**
Availability of a daily collection	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Latest collection time	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Account management (if applicable)	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Trustworthiness of the provider	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Latest collection time	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Amount of lost post sent	17	**	**	4	**	**	2	**	**	**	15	**	**	**
	4%	**	**	6%	**	**	2%	**	**	**	4%	**	**	**
No Problems	328	**	**	45	**	**	57	**	**	**	290	**	**	**
	77%	**	**	72%	**	**	71%	**	**	**	76%	**	**	**
										acfgjm			acfgjm	
Price of postage	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Items being delivered intact/undamaged	30	**	**	6	**	**	5	**	**	**	28	**	**	**
	7%	**	**	9%	**	**	7%	**	**	**	7%	**	**	**
		l						il						il
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Accessibility of the sorting office / opening hours	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	**425**	36	22	54	8	26	59	34	24	36	299	44	39	43
Weighted total	**426**	41	33	63	12	40	81	32	31	47	379	18	13	15
Lost or late delivery of sent mail	**11**	**	**	2	**	**	4	**	**	**	10	**	**	**
	3%	**	**	*4%*	**	**	*5%*	**	**	**	*3%*	**	**	**
Wrong mail delivered / our mail delivered elsewhere	**3**	**	**	-	**	**	2	**	**	**	2	**	**	**
	1%	**	**	-%	**	**	*3%*	**	**	**	*1%*	**	**	**
Problems with the Smart Stamp online system	**-**	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Recorded letters not being signed for	**-**	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Don't know / na	**-**	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Other	**12**	**	**	4	**	**	2	**	**	**	11	**	**	**
	3%	**	**	*6%*	**	**	*2%*	**	**	**	*3%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	425	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	426	47	30	65	10	37	79	30	29	47	375	23	14	15
Delivery time (when you receive your mail delivery)	10	**	**	-	**	**	3	**	**	**	9	**	**	**
	2%	**	**	-%	**	**	4%	**	**	**	2%	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	17	**	**	2	**	**	4	**	**	**	17	**	**	**
	4%	**	**	3%	**	**	4%	**	**	**	5%	**	**	**
Collection time of items you are sending	1	**	**	-	**	**	*	**	**	**	1	**	**	**
	*%	**	**	-%	**	**	*%	**	**	**	*%	**	**	**
												j		
Collection reliability	9	**	**	4	**	**	2	**	**	**	8	**	**	**
	2%	**	**	6%	**	**	2%	**	**	**	2%	**	**	**
Availability of a daily collection	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Latest collection time	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Account management (if applicable)	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Trustworthiness of the provider	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Latest collection time	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Amount of lost post sent	17	**	**	4	**	**	2	**	**	**	15	**	**	**
	4%	**	**	6%	**	**	2%	**	**	**	4%	**	**	**
No Problems	328	**	**	48	**	**	59	**	**	**	285	**	**	**
	77%	**	**	73%	**	**	74%	**	**	**	76%	**	**	**
										acfgjm		a	acfgjm	
Price of postage	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Items being delivered intact/undamaged	30	**	**	6	**	**	5	**	**	**	28	**	**	**
	7%	**	**	9%	**	**	7%	**	**	**	7%	**	**	**
		ikl						il						il
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Accessibility of the sorting office / opening hours	-	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	*e	f	g	*h	i	j	k	l	m
Unweighted total	**425**	40	21	53	9	26	56	31	22	36	294	47	40	44
Weighted total	**426**	47	30	65	10	37	79	30	29	47	375	23	14	15
Lost or late delivery of sent mail	**11**	**	**	2	**	**	2	**	**	**	10	**	**	**
	3%	**	**	*4%*	**	**	*3%*	**	**	**	*3%*	**	**	**
Wrong mail delivered / our mail delivered elsewhere	**3**	**	**	-	**	**	2	**	**	**	2	**	**	**
	1%	**	**	-%	**	**	*3%*	**	**	**	*1%*	**	**	**
Problems with the Smart Stamp online system	**-**	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Recorded letters not being signed for	**-**	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Don't know / na	**-**	**	**	-	**	**	-	**	**	**	-	**	**	**
	-%	**	**	-%	**	**	-%	**	**	**	-%	**	**	**
Other	**12**	**	**	4	**	**	2	**	**	**	11	**	**	**
	3%	**	**	*6%*	**	**	*2%*	**	**	**	*3%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Delivery time (when you receive your mail delivery)	10	**	4	**	**	5	**	**	2	8	3	10	**	10	**
	2%	**	4%	**	**	2%	**	**	2%	2%	4%	3%	**	2%	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	17	**	5	**	**	10	**	**	*	17	*	17	**	17	**
	4%	**	6%	**	**	5%	**	**	*%	5%	*%	4%	**	4%	**
			h			h				b					
Collection time of items you are sending	1	**	*	**	**	1	**	**	-	1	*	1	**	1	**
	*%	**	*%	**	**	*%	**	**	-%	*%	*%	*%	**	*%	**
Collection reliability	9	**	*	**	**	6	**	**	3	9	*	9	**	9	**
	2%	**	*%	**	**	3%	**	**	3%	2%	*%	2%	**	2%	**
Availability of a daily collection	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Latest collection time	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Account management (if applicable)	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Trustworthiness of the provider	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Latest collection time	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Amount of lost post sent	17	**	1	**	**	7	**	**	9	16	2	14	**	17	**
	4%	**	1%	**	**	4%	**	**	9%	4%	2%	3%	**	4%	**
									b				a		
No Problems	328	**	71	**	**	144	**	**	76	276	52	306	**	317	**
	77%	**	78%	**	**	75%	**	**	77%	76%	81%	77%	**	76%	**
Price of postage	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Items being delivered intact/undamaged	30	**	6	**	**	18	**	**	3	25	5	27	**	30	**
	7%	**	7%	**	**	9%	**	**	3%	7%	7%	7%	**	7%	**
						h									
Wrong postage / shortfall on incoming mail - having to pay	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Accessibility of the sorting office / opening hours	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	425	5	89	12	27	152	6	11	119	332	93	384	41	417	8
Weighted total	426	1	91	6	24	193	1	6	98	362	64	397	29	415	11
Lost or late delivery of sent mail	11	**	2	**	**	8	**	**	1	9	2	11	**	11	**
	3%	**	2%	**	**	4%	**	**	1%	2%	3%	3%	**	3%	**
Wrong mail delivered / our mail delivered elsewhere	3	**	2	**	**	1	**	**	-	2	1	3	**	3	**
	1%	**	2%	**	**	*%	**	**	-%	1%	1%	1%	**	1%	**
Problems with the Smart Stamp online system	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Recorded letters not being signed for	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Don't know / na	-	**	-	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	-%	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Other	12	**	2	**	**	4	**	**	6	8	4	11	**	12	**
	3%	**	2%	**	**	2%	**	**	6%	2%	6%	3%	**	3%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 118 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	425	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	426	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Delivery time (when you receive your mail delivery)	10	3	2	6	6	2	**	**	**	**	**	**	8	**	**	4	4
	2%	1%	2%	4%	3%	1%	**	**	**	**	**	**	2%	**	**	2%	2%
							bi							bi			
Delivery consistency / reliability (e.g. arrives as promised consistently)	17	6	6	5	6	7	**	**	**	**	**	**	14	**	**	6	11
	4%	4%	8%	3%	3%	5%	**	**	**	**	**	**	3%	**	**	3%	6%
							ai							ai			
Collection time of items you are sending	1	*	*	1	1	1	**	**	**	**	**	**	1	**	**	1	1
	*%	*%	*%	*%	*%	*%	**	**	**	**	**	**	*%	**	**	*%	*%
Collection reliability	9	2	*	6	3	6	**	**	**	**	**	**	9	**	**	3	6
	2%	1%	1%	4%	1%	4%	**	**	**	**	**	**	2%	**	**	2%	3%
Availability of a daily collection	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Latest collection time	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Account management (if applicable)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Trustworthiness of the provider	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Latest collection time	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Amount of lost post sent	17	6	5	6	11	1	**	**	**	**	**	**	12	**	**	11	6
	4%	3%	7%	4%	5%	1%	**	**	**	**	**	**	3%	**	**	6%	3%
					b		abi							abi			
No Problems	328	150	50	122	188	117	**	**	**	**	**	**	305	**	**	144	140
	77%	86%	66%	72%	80%	75%	**	**	**	**	**	**	78%	**	**	77%	74%
		bc			cj								c		c		
Price of postage	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Items being delivered intact/undamaged	30	7	4	19	16	14	**	**	**	**	**	**	30	**	**	14	14
	7%	4%	5%	11%	7%	9%	**	**	**	**	**	**	8%	**	**	8%	7%
				a		j											
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**425**	190	78	152	214	162	39	8	2	-	-	-	376	49	48	166	211
Weighted total	**426**	175	76	169	236	155	29	5	*	-	-	-	391	35	50	187	190
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Lost or late delivery of sent mail	**11**	*	5	6	1	8	**	**	**	**	**	**	9	**	**	1	10
	3%	*%*	*6%*	*4%*	*%*	*5%*	**	**	**	**	**	**	*2%*	**	**	*%*	*5%*
			a	a		a	a							a			b
Wrong mail delivered / our mail delivered elsewhere	**3**	1	-	2	2	1	**	**	**	**	**	**	3	**	**	2	1
	1%	*%*	-%	*1%*	*1%*	*%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Don't know / na	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	-%
Other	**12**	2	6	4	6	6	**	**	**	**	**	**	12	**	**	5	6
	3%	*1%*	*7%*	*2%*	*3%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*3%*	*3%*
			a														

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 118 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Delivery time (when you receive your mail delivery)	**10**	6	9	9	10	4	8	9	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	2%	*2%*	*4%*	*3%*	*3%*	*3%*	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	**17**	10	10	10	17	4	12	10	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	4%	*4%*	*4%*	*3%*	*5%*	*4%*	*4%*	*4%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Collection time of items you are sending	**1**	1	1	1	1	*	*	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	****%***	**%*	*1%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Collection reliability	**9**	6	7	7	7	*	6	7	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	2%	*2%*	*3%* e	*2%*	*2%*	**%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Availability of a daily collection	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Latest collection time	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Account management (if applicable)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Latest collection time	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Amount of lost post sent	**17**	10	10	14	17	6	14	13	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	4%	*4%*	*4%*	*5%*	*5%*	*5%*	*5%*	*5%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
No Problems	**328**	207	175	237	250	100	212	216	**	**	**	**	**	**	234	**	**	**	**	**	**	**
	77%	*78%*	*75%*	*76%*	*74%*	*81%*	*76%*	*75%*	**	**	**	**	**	**	*74%*	**	**	**	**	**	**	**
Price of postage	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Items being delivered intact/undamaged	**30**	18	18	24	23	6	23	24	**	**	**	**	**	**	23	**	**	**	**	**	**	**
	7%	*7%*	*8%*	*8%*	*7%*	*5%*	*8%*	*8%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**425**	297	259	329	321	150	304	275	23	11	14	3	3	-	297	8	10	4	1	1	-	2
Weighted total	**426**	264	234	311	336	123	281	288	9	6	6	*	1	-	315	8	9	2	*	*	-	1
Lost or late delivery of sent mail	**11**	7	9	11	11	*	9	11	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	3%	*3%*	*4%*	*3%*	*3%*	**%*	*3%*	*4%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
			e	e																		
Wrong mail delivered / our mail delivered elsewhere	**3**	3	2	3	3	2	2	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Don't know / na	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Other	**12**	4	6	6	9	2	6	6	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	3%	*2%*	*2%*	*2%*	*3%*	*2%*	*2%*	*2%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 118 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**425**	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	**426**	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Delivery time (when you receive your mail delivery)	**10**	2	2	2	4	**	4	2	*	4	**	8	**	2	6	4
	2%	*3%*	*3%*	*2%*	*6%*	**	*5%*	*3%*	**%*	*6%*	**	*3%*	**	*4%*	*3%*	*2%*
							c			c						
Delivery consistency / reliability (e.g. arrives as promised consistently)	**17**	-	4	6	1	**	1	5	8	4	**	17	**	*	2	15
	4%	*-%*	*7%*	*5%*	*1%*	**	*1%*	*8%*	*8%*	*5%*	**	*6%*	**	**%*	*1%*	*7%*
			ad					a	a			c				a
Collection time of items you are sending	**1**	-	*	1	*	**	-	*	1	*	**	1	**	-	1	*
	****%***	*-%*	**%*	*1%*	*1%*	**	*-%*	**%*	*1%*	**%*	**	**%*	**	*-%*	**%*	**%*
Collection reliability	**9**	*	-	5	2	**	*	*	5	2	**	7	**	*	3	6
	2%	**%*	*-%*	*4%*	*4%*	**	**%*	**%*	*4%*	*3%*	**	*2%*	**	*1%*	*2%*	*3%*
Availability of a daily collection	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
Amount of lost post sent	**17**	2	8	3	1	**	6	2	4	5	**	14	**	3	8	9
	4%	*2%*	*13%*	*3%*	*2%*	**	*6%*	*3%*	*4%*	*7%*	**	*5%*	**	*6%*	*4%*	*4%*
			acd													
No Problems	**328**	62	40	87	43	**	77	46	70	50	**	196	**	36	168	160
	77%	*87%*	*65%*	*74%*	*76%*	**	*83%*	*76%*	*69%*	*68%*	**	*73%*	**	*74%*	*84%*	*71%*
		b					**cd**								b	
Price of postage	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*
Items being delivered intact/undamaged	**30**	7	6	10	2	**	7	4	10	2	**	18	**	5	9	21
	7%	*9%*	*10%*	*8%*	*3%*	**	*7%*	*7%*	*10%*	*3%*	**	*7%*	**	*10%*	*5%*	*9%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 118 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**425**	63	60	106	96	4	78	61	96	80	6	236	17	66	209	216
Weighted total	**426**	71	62	117	57	4	93	61	102	74	7	269	17	48	200	226
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Lost or late delivery of sent mail	**11**	2	-	4	4	**	2	*	4	4	**	10	**	*	5	6
	3%	*3%*	-%	*4%*	*7%*	**	*2%*	**%*	*4%*	*6%*	**	*4%*	**	**%*	*3%*	*3%*
					b											
Wrong mail delivered / our mail delivered elsewhere	**3**	-	1	2	-	**	-	-	3	-	**	2	**	1	*	3
	1%	-%	*1%*	*2%*	-%	**	-%	-%	*3%*	-%	**	*1%*	**	*1%*	**%*	*1%*
Problems with the Smart Stamp online system	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Don't know / na	**-**	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Other	**12**	1	4	2	-	**	*	4	2	4	**	7	**	2	2	10
	3%	*1%*	*6%*	*2%*	-%	**	**%*	*6%*	*2%*	*5%*	**	*3%*	**	*4%*	*1%*	*4%*
			d					a								a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Delivery time (when you receive your mail delivery)	**10**	8	2	4	6	8	2	2	8	2	4	2	**
	2%	*3%*	*3%*	*5%*	*2%*	*3%*	*3%*	*3%*	*3%*	*2%*	*2%*	*3%*	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	**17**	10	-	*	17	8	2	2	15	3	8	2	**
	4%	*4%*	*-%*	**%*	*7%* a	*3%*	*3%*	*2%*	*6%*	*3%*	*4%*	*4%*	**
Collection time of items you are sending	**1**	1	-	*	1	1	*	1	*	*	1	*	**
	****%***	*1%*	*-%*	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	**%*	**
Collection reliability	**9**	7	*	2	5	7	*	3	4	*	6	2	**
	2%	*3%*	**%*	*3%*	*2%*	*3%*	**%*	*3%*	*2%*	**%*	*3%*	*4%*	**
Availability of a daily collection	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Latest collection time	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Account management (if applicable)	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Trustworthiness of the provider	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Latest collection time	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Amount of lost post sent	**17**	14	-	4	13	12	2	4	13	6	9	2	**
	4%	*5%*	*-%*	*4%*	*5%*	*5%*	*3%*	*5%*	*5%*	*7%*	*4%*	*3%*	**
No Problems	**328**	196	41	75	174	183	55	73	177	68	177	41	**
	77%	*75%*	*81%*	*81%*	*72%*	*75%*	*80%*	*83%* b	*71%*	*76%*	*78%*	*72%*	**
Price of postage	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**
Items being delivered intact/undamaged	**30**	18	7	6	17	15	9	2	21	10	15	7	**
	7%	*7%*	*13%*	*6%*	*7%*	*6%*	*13%* a	*3%*	*8%*	*11%*	*7%*	*12%*	**
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**425**	274	55	92	229	255	74	83	238	108	262	75	1
Weighted total	**426**	261	50	93	243	243	69	87	249	90	226	58	*
Accessibility of the sorting office / opening hours	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Lost or late delivery of sent mail	**11**	9	2	5	6	9	2	5	6	4	7	2	**
	3%	*3%*	*4%*	*5%*	*2%*	*4%*	*3%*	*5%*	*2%*	*4%*	*3%*	*3%*	**
Wrong mail delivered / our mail delivered elsewhere	**3**	3	-	-	3	3	-	-	3	1	3	1	**
	1%	*1%*	*-%*	*-%*	*1%*	*1%*	*-%*	*-%*	*1%*	*1%*	*1%*	*1%*	**
Problems with the Smart Stamp online system	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Recorded letters not being signed for	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Don't know / na	**-**	-	-	-	-	-	-	-	-	-	-	-	**
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	**
Other	**12**	4	2	*	9	4	2	*	9	2	4	2	**
	3%	*1%*	*5%*	**%*	*4%*	*2%*	*3%*	**%*	*4%*	*2%*	*2%*	*3%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Delivery time (when you receive your mail delivery)	**10**	4	5	2	**	8	5	2	**	4	8	6	6	2	**
	2%	*4%*	*3%*	*4%*	**	*3%*	*3%*	*2%*	**	*2%*	*4%*	*3%*	*3%*	*1%*	**
Delivery consistency / reliability (e.g. arrives as promised consistently)	**17**	4	7	2	**	13	4	6	**	10	10	8	6	10	**
	4%	*5%*	*3%*	*5%*	**	*5%*	*2%*	*6%*	**	*5%*	*5%*	*4%*	*3%*	*6%*	**
Collection time of items you are sending	**1**	*	1	*	**	1	1	1	**	1	1	1	1	1	**
	%	*%*	*1%*	*1%*	**	*%*	*%*	*1%*	**	*%*	*1%*	*1%*	*1%*	*1%*	**
Collection reliability	**9**	*	7	2	**	4	3	3	**	6	7	5	5	5	**
	2%	*%*	*4%*	*5%*	**	*2%*	*2%*	*3%*	**	*3%*	*3%*	*3%*	*2%*	*3%*	**
				a											
Availability of a daily collection	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Latest collection time	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Account management (if applicable)	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Trustworthiness of the provider	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Latest collection time	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Amount of lost post sent	**17**	5	7	*	**	14	9	6	**	10	10	12	12	11	**
	4%	*5%*	*4%*	*1%*	**	*6%*	*5%*	*6%*	**	*5%*	*5%*	*6%*	*6%*	*7%*	**
No Problems	**328**	73	144	30	**	192	146	69	**	171	156	146	160	130	**
	77%	*80%*	*76%*	*73%*	**	*76%*	*77%*	*68%*	**	*78%*	*74%*	*75%*	*78%*	*76%*	**
Price of postage	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Items being delivered intact/undamaged	**30**	4	16	5	**	17	13	9	**	11	16	11	13	8	**
	7%	*5%*	*8%*	*11%*	**	*7%*	*7%*	*8%*	**	*5%*	*8%*	*5%*	*6%*	*5%*	**
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Accessibility of the sorting office / opening hours	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**425**	97	220	56	-	235	196	98	3	251	230	195	232	192	13
Weighted total	**426**	90	190	41	-	255	190	102	*	219	211	196	206	171	4
Lost or late delivery of sent mail	**11**	4	7	2	**	4	9	4	**	5	7	9	3	8	**
	3%	*5%*	*4%*	*5%*	**	*2%*	*5%*	*4%*	**	*2%*	*3%*	*4%*	*1%*	*5%* a	**
Wrong mail delivered / our mail delivered elsewhere	**3**	-	2	-	**	3	3	1	**	3	2	3	2	3	**
	1%	-%	*1%*	-%	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*2%*	**
Problems with the Smart Stamp online system	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Recorded letters not being signed for	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Don't know / na	**-**	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other	**12**	4	4	2	**	7	6	6	**	2	4	2	4	*	**
	3%	*4%*	*2%*	*4%*	**	*3%*	*3%*	*5%*	**	*1%*	*2%*	*1%*	*2%*	**%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Delivery time (when you receive your mail delivery)	**10**	4	4	8	**	**	4	*	**	**	**	**	8	10	10	10	8
	2%	*2%*	*3%*	*6%*	**	**	*2%*	*%*	**	**	**	**	*2%*	*3%*	*2%*	*3%*	*2%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**17**	6	4	9	**	**	8	10	**	**	**	**	17	15	17	17	17
	4%	*4%*	*3%*	*7%*	**	**	*4%*	*5%*	**	**	**	**	*4%*	*5%*	*4%*	*5%*	*4%*
Collection time of items you are sending	**1**	1	*	1	**	**	1	1	**	**	**	**	1	1	1	1	1
	%	*1%*	*%*	*1%*	**	**	*1%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Collection reliability	**9**	7	*	3	**	**	5	7	**	**	**	**	9	9	9	9	9
	2%	*4%*	*%*	*2%*	**	** b	*2%*	*4%*	**	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*
Availability of a daily collection	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Latest collection time	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Account management (if applicable)	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Trustworthiness of the provider	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Latest collection time	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Amount of lost post sent	**17**	10	11	12	**	**	12	10	**	**	**	**	17	15	17	17	17
	4%	*6%*	*10%*	*9%*	**	**	*6%*	*5%*	**	**	**	**	*4%*	*5%*	*4%*	*4%*	*4%*
No Problems	**328**	131	89	88	**	**	163	142	**	**	**	**	304	252	304	280	319
	77%	*80%* c	*76%*	*68%*	**	**	*78%*	*77%*	**	**	**	**	*77%*	*75%*	*77%*	*75%*	*77%*
Price of postage	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Items being delivered intact/undamaged	**30**	5	4	12	**	**	11	10	**	**	**	**	30	23	30	27	30
	7%	*3%*	*4%*	*9%* a	** ab	**	*5%*	*5%*	**	**	**	**	*8%*	*7%*	*8%*	*7%*	*7%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**425**	157	111	128	39	36	225	204	21	4	19	3	390	352	393	376	416
Weighted total	**426**	163	118	130	47	40	209	185	15	3	21	2	395	335	397	373	415
Accessibility of the sorting office / opening hours	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Lost or late delivery of sent mail	**11**	3	8	2	**	**	3	8	**	**	**	**	11	9	11	11	11
	3%	*2%*	*7%*	*2%*	**	**	*1%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
			ac														
Wrong mail delivered / our mail delivered elsewhere	**3**	1	3	1	**	**	2	3	**	**	**	**	3	2	3	3	3
	1%	**%*	*2%*	**%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Problems with the Smart Stamp online system	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%
Other	**12**	2	4	5	**	**	4	2	**	**	**	**	7	7	7	11	12
	3%	*1%*	*3%*	*4%*	**	**	*2%*	*1%*	**	**	**	**	*2%*	*2%*	*2%*	*3%*	*3%*
						a											

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**425**	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	**426**	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Delivery time (when you receive your mail delivery)	**10**	8	10	5	**	8	**	1	8	6	**	10	-	-	8	2
	2%	*3%*	*2%*	*3%*	**	*3%*	**	*1%*	*3%*	*2%*	**	*11%* b	*-%*	*-%*	*3%*	*3%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**17**	14	17	3	**	8	**	8	6	10	**	17	-	5	8	4
	4%	*5%*	*4%*	*2%*	**	*3%*	**	*9%* b	*3%*	*3%*	**	*18%* b	*-%*	*5%*	*3%*	*6%*
Collection time of items you are sending	**1**	1	1	1	**	1	**	1	1	1	**	1	-	1	1	-
	%	*%*	*%*	*%*	**	*1%*	**	*1%*	*%*	*%*	**	*1%* b	*-%*	*1%*	*%*	*-%*
Collection reliability	**9**	9	9	2	**	6	**	1	9	7	**	9	-	3	6	*
	2%	*3%*	*2%*	*2%*	**	*2%*	**	*1%*	*4%*	*2%*	**	*9%* b	*-%*	*3%*	*2%*	**%*
Availability of a daily collection	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Amount of lost post sent	**17**	9	17	9	**	15	**	7	9	13	**	17	-	10	5	2
	4%	*3%*	*4%*	*6%*	**	*6%*	**	*8%*	*4%*	*3%*	**	*18%* b	*-%*	*10%* b	*2%*	*4%*
No Problems	**328**	208	308	107	**	199	**	63	188	306	**	-	328	71	203	55
	77%	*72%*	*76%*	*75%*	**	*77%*	**	*69%*	*79%*	*83%*	**	*-%*	*100%* a	*66%*	*81%* a	*81%* a
Price of postage	**-**	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*
Items being delivered intact/undamaged	**30**	25	29	14	**	12	**	6	14	19	**	30	-	13	12	4
	7%	*9%*	*7%*	*9%*	**	*5%*	**	*6%*	*6%*	*5%*	**	*31%* b	*-%*	*13%* b	*5%*	*6%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	425	286	398	163	10	272	18	87	253	361	17	91	334	99	252	74
Weighted total	426	289	403	144	6	259	23	91	239	369	22	98	328	107	251	67
Wrong postage / shortfall on incoming mail - having to pay	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Lost or late delivery of sent mail	11	9	11	2	**	4	**	4	5	4	**	11	-	4	7	-
	3%	3%	3%	2%	**	2%	**	4%	2%	1%	**	11% b	-%	4%	3%	-%
Wrong mail delivered / our mail delivered elsewhere	3	2	3	*	**	3	**	2	1	3	**	3	-	-	3	*
	1%	1%	1%	*%	**	1%	**	2%	*%	1%	**	3% b	-%	-%	1%	*%
Problems with the Smart Stamp online system	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	**	-	**	-	-	-	**	-	-	-	-	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%
Other	12	11	11	7	**	7	**	4	4	5	**	12	-	6	6	-
	3%	4%	3%	5%	**	3%	**	4%	2%	1%	**	12% b	-%	6% c	2%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Delivery time (when you receive your mail delivery)	**10**	4	**	4	6	4
	2%	*2%*	**	*2%*	*3%*	*2%*
Delivery consistency / reliability (e.g. arrives as promised consistently)	**17**	8	**	3	10	7
	4%	*4%*	**	*1%*	*5%*	*3%*
			ac			
Collection time of items you are sending	**1**	1	**	1	1	*
	****%***	**%*	**	**%*	**%*	**%*
Collection reliability	**9**	3	**	4	5	4
	2%	*2%*	**	*2%*	*2%*	*2%*
Availability of a daily collection	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Latest collection time	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Account management (if applicable)	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Trustworthiness of the provider	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Latest collection time	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Amount of lost post sent	**17**	12	**	3	15	2
	4%	*7%*	**	*2%*	*7%*	*1%*
		c			b	
No Problems	**328**	128	**	167	162	166
	77%	*74%*	**	*82%*	*73%*	*81%*
				b		a
Price of postage	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Items being delivered intact/undamaged	**30**	13	**	13	23	7
	7%	*8%*	**	*7%*	*10%*	*3%*
					b	
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**425**	157	42	223	236	189
Weighted total	**426**	174	43	204	222	204
Accessibility of the sorting office / opening hours	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Lost or late delivery of sent mail	**11**	6	**	4	7	4
	3%	*3%*	**	*2%*	*3%*	*2%*
Wrong mail delivered / our mail delivered elsewhere	**3**	-	**	3	*	3
	1%	-%	**	*1%*	*%*	*1%*
Problems with the Smart Stamp online system	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Recorded letters not being signed for	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Don't know / na	**-**	-	**	-	-	-
	-%	-%	**	-%	-%	-%
Other	**12**	7	**	4	6	6
	3%	*4%*	**	*2%*	*2%*	*3%*

Columns Tested: a,b,c - a,b

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Table 118 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	*l
Unweighted total	425	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	426	35	38	34	53	57	25	25	29	38	34	36	21
Delivery time (when you receive your mail delivery)	10	**	**	**	4	**	**	**	**	**	**	**	**
	2%	**	**	**	8%	**	**	**	**	**	**	**	**
										a			
Delivery consistency / reliability (e.g. arrives as promised consistently)	17	**	**	**	6	**	**	**	**	**	**	**	**
	4%	**	**	**	11%	**	**	**	**	**	**	**	**
					cik								
Collection time of items you are sending	1	**	**	**	-	**	**	**	**	**	**	**	**
	*%	**	**	**	-%	**	**	**	**	**	**	**	**
Collection reliability	9	**	**	**	*	**	**	**	**	**	**	**	**
	2%	**	**	**	*%	**	**	**	**	**	**	**	**
Availability of a daily collection	-	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Latest collection time	-	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Account management (if applicable)	-	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Trustworthiness of the provider	-	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Latest collection time	-	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Amount of lost post sent	17	**	**	**	4	**	**	**	**	**	**	**	**
	4%	**	**	**	8%	**	**	**	**	**	**	**	**
No Problems	328	**	**	**	34	**	**	**	**	**	**	**	**
	77%	**	**	**	65%	**	**	**	**	**	**	**	**
			de										
Price of postage	-	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Items being delivered intact/undamaged	30	**	**	**	4	**	**	**	**	**	**	**	**
	7%	**	**	**	8%	**	**	**	**	**	**	**	**
						j			j				
Wrong postage / shortfall on incoming mail - having to pay	-	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Accessibility of the sorting office / opening hours	-	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	*f	*g	h	i	j	k	*l
Unweighted total	**425**	40	30	37	55	50	26	26	32	36	35	35	23
Weighted total	**426**	35	38	34	53	57	25	25	29	38	34	36	21
Lost or late delivery of sent mail	**11**	**	**	**	-	**	**	**	**	**	**	**	**
	3%	**	**	**	-%	**	**	**	**	**	**	**	**
		cdk									d		
Wrong mail delivered / our mail delivered elsewhere	**3**	**	**	**	-	**	**	**	**	**	**	**	**
	1%	**	**	**	-%	**	**	**	**	**	**	**	**
Problems with the Smart Stamp online system	**-**	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Recorded letters not being signed for	**-**	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Don't know / na	**-**	**	**	**	-	**	**	**	**	**	**	**	**
	-%	**	**	**	-%	**	**	**	**	**	**	**	**
Other	**12**	**	**	**	2	**	**	**	**	**	**	**	**
	3%	**	**	**	*3%*	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Delivery time (when you receive your mail delivery)	**10**	-	6	4	*
	2%	*-%*	*5%*	*4%*	*1%*
			a	a	
Delivery consistency / reliability (e.g. arrives as promised consistently)	**17**	1	9	4	4
	4%	*1%*	*7%*	*4%*	*4%*
			a		
Collection time of items you are sending	**1**	*	1	*	-
	***%**	*%*	*1%*	*%*	*-%*
Collection reliability	**9**	2	5	*	2
	2%	*2%*	*3%*	*%*	*2%*
Availability of a daily collection	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Account management (if applicable)	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Trustworthiness of the provider	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Latest collection time	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Amount of lost post sent	**17**	3	9	*	5
	4%	*3%*	*6%*	*%*	*6%*
			c		c
No Problems	**328**	89	96	72	72
	77%	*83%*	*71%*	*78%*	*79%*
		b			
Price of postage	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Items being delivered intact/undamaged	**30**	6	12	6	5
	7%	*6%*	*9%*	*7%*	*6%*
Wrong postage / shortfall on incoming mail - having to pay	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Accessibility of the sorting office / opening hours	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-16,98)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**425**	107	131	94	93
Weighted total	**426**	108	135	92	91
Lost or late delivery of sent mail	**11**	6	2	*	3
	3%	*6%*	*1%*	**%*	*3%*
		c			
Wrong mail delivered / our mail delivered elsewhere	**3**	2	1	-	-
	1%	*2%*	**%*	-%	-%
Problems with the Smart Stamp online system	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Recorded letters not being signed for	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Don't know / na	**-**	-	-	-	-
	-%	-%	-%	-%	-%
Other	**12**	4	2	6	*
	3%	*3%*	*1%*	*7%*	**%*
				bd	

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 119

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All those who use DHL (QV4=2)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	70	43	18	7	2	-	27	5	12	4	4	14
Weighted total	70	66	2	1	*	-	3	7	16	6	3	11
Very low	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	7	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**
Very high	31	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
NET: High	59	**	**	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	70	4	1	12	1	3	7	6	2	12	48	11	5	6
Weighted total	70	3	2	17	*	6	12	6	*	16	62	4	2	1
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	31	**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	59	**	**	**	**	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	70	3	1	12	3	2	9	4	1	13	48	11	5	6
Weighted total	70	2	2	17	3	4	14	4	*	16	62	4	2	1
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	31	**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	59	**	**	**	**	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	**70**	1	17	4	3	25	-	-	18	55	15	69	1	69	1
Weighted total	**70**	*	14	3	4	31	-	-	17	58	12	69	1	69	1
Very low	**-**	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**	*-%*	**
Quite low	**2**	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	*4%*	**	*3%*	**	*3%*	**
Neither low nor high	**7**	**	**	**	**	**	**	**	**	4	**	7	**	7	**
	10%	**	**	**	**	**	**	**	**	*7%*	**	*10%*	**	*10%*	**
Quite high	**28**	**	**	**	**	**	**	**	**	25	**	27	**	27	**
	40%	**	**	**	**	**	**	**	**	*44%*	**	*40%*	**	*40%*	**
Very high	**31**	**	**	**	**	**	**	**	**	24	**	31	**	31	**
	44%	**	**	**	**	**	**	**	**	*41%*	**	*44%*	**	*44%*	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	*3%*	**	*3%*	**	*3%*	**
NET: High	**59**	**	**	**	**	**	**	**	**	49	**	58	**	58	**
	84%	**	**	**	**	**	**	**	**	*85%*	**	*84%*	**	*84%*	**
NET: Low	**2**	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	*4%*	**	*3%*	**	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	70	34	15	21	35	25	5	4	1	-	-	-	60	10	6	29	35
Weighted total	70	36	15	19	43	20	6	1	*	-	-	-	63	6	5	38	26
Very low	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	4%	**	**	**	**
Neither low nor high	7	**	**	**	**	**	**	**	**	**	**	**	5	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	8%	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	27	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	43%	**	**	**	**
Very high	31	**	**	**	**	**	**	**	**	**	**	**	27	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	42%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	3%	**	**	**	**
NET: High	59	**	**	**	**	**	**	**	**	**	**	**	54	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	86%	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	4%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**70**	48	43	54	58	24	52	46	4	2	2	-	-	-	51	3	3	-	1	-	-	1
Weighted total	**70**	42	39	50	57	20	45	44	4	2	*	-	-	-	51	4	2	-	*	-	-	*
Very low	**-**	**	**	-	-	**	-	**	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	**	**	*-%*	*-%*	**	*-%*	**	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Quite low	**2**	**	**	2	1	**	1	**	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	3%	**	**	*5%*	*1%*	**	*1%*	**	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Neither low nor high	**7**	**	**	5	7	**	5	**	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	10%	**	**	*9%*	*12%*	**	*11%*	**	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
Quite high	**28**	**	**	23	21	**	21	**	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	40%	**	**	*46%*	*38%*	**	*47%*	**	**	**	**	**	**	**	*42%*	**	**	**	**	**	**	**
Very high	**31**	**	**	18	26	**	17	**	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	44%	**	**	*36%*	*46%*	**	*37%*	**	**	**	**	**	**	**	*44%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	2	2	**	2	**	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	**	**	*4%*	*3%*	**	*4%*	**	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
NET: High	**59**	**	**	41	48	**	38	**	**	**	**	**	**	**	44	**	**	**	**	**	**	**
	84%	**	**	*82%*	*84%*	**	*84%*	**	**	**	**	**	**	**	*86%*	**	**	**	**	**	**	**
NET: Low	**2**	**	**	2	1	**	1	**	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	3%	**	**	*5%*	*1%*	**	*1%*	**	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	70	8	14	18	13	1	15	11	15	13	4	42	3	13	37	33
Weighted total	70	10	11	22	5	2	24	9	13	7	4	39	2	16	40	30
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	59	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	70	50	4	14	44	46	8	11	47	22	41	21	-
Weighted total	70	46	4	17	40	43	7	13	44	14	34	14	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	7	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	31	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	59	**	**	**	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	70	21	33	16	-	46	33	31	1	45	41	36	43	31	4
Weighted total	70	20	27	9	-	41	30	30	*	38	38	35	36	28	1
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	59	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**70**	24	14	31	12	6	38	36	7	1	5	-	66	62	66	64	68
Weighted total	**70**	25	11	32	11	8	30	33	3	2	4	-	67	62	67	63	66
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Quite low	**2**	**	**	**	**	**	**	**	**	**	**	**	2	2	2	1	2
	3%	**	**	**	**	**	**	**	**	**	**	**	*4%*	*4%*	*4%*	*1%*	*4%*
Neither low nor high	**7**	**	**	**	**	**	**	**	**	**	**	**	7	7	7	7	7
	10%	**	**	**	**	**	**	**	**	**	**	**	*10%*	*11%*	*10%*	*11%*	*10%*
Quite high	**28**	**	**	**	**	**	**	**	**	**	**	**	25	25	25	27	26
	40%	**	**	**	**	**	**	**	**	**	**	**	*38%*	*40%*	*38%*	*43%*	*40%*
Very high	**31**	**	**	**	**	**	**	**	**	**	**	**	31	27	31	27	29
	44%	**	**	**	**	**	**	**	**	**	**	**	*46%*	*43%*	*46%*	*42%*	*43%*
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	2	2	2	2	2
	3%	**	**	**	**	**	**	**	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
NET: High	**59**	**	**	**	**	**	**	**	**	**	**	**	56	51	56	54	55
	84%	**	**	**	**	**	**	**	**	**	**	**	*84%*	*82%*	*84%*	*85%*	*83%*
NET: Low	**2**	**	**	**	**	**	**	**	**	**	**	**	2	2	2	1	2
	3%	**	**	**	**	**	**	**	**	**	**	**	*4%*	*4%*	*4%*	*1%*	*4%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**70**	54	64	41	1	46	2	15	48	58	2	15	55	23	35	12
Weighted total	**70**	53	63	38	*	44	4	16	45	64	2	10	60	21	39	10
Very low	**-**	-	-	**	**	**	**	**	**	-	**	**	-	**	**	**
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	**	**	**
Quite low	**2**	2	2	**	**	**	**	**	**	2	**	**	2	**	**	**
	3%	*4%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*3%*	**	**	**
Neither low nor high	**7**	7	7	**	**	**	**	**	**	4	**	**	7	**	**	**
	10%	*13%*	*11%*	**	**	**	**	**	**	*6%*	**	**	*11%*	**	**	**
Quite high	**28**	23	26	**	**	**	**	**	**	26	**	**	21	**	**	**
	40%	*43%*	*41%*	**	**	**	**	**	**	*40%*	**	**	*35%*	**	**	**
Very high	**31**	19	27	**	**	**	**	**	**	30	**	**	30	**	**	**
	44%	*36%*	*42%*	**	**	**	**	**	**	*48%*	**	**	*51%*	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	2	**	**	**	**	**	**	2	**	**	-	**	**	**
	3%	*4%*	*3%*	**	**	**	**	**	**	*3%*	**	**	*-%*	**	**	**
NET: High	**59**	42	52	**	**	**	**	**	**	56	**	**	51	**	**	**
	84%	*79%*	*83%*	**	**	**	**	**	**	*88%*	**	**	*86%*	**	**	**
NET: Low	**2**	2	2	**	**	**	**	**	**	2	**	**	2	**	**	**
	3%	*4%*	*4%*	**	**	**	**	**	**	*3%*	**	**	*3%*	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**70**	30	4	36	38	32
Weighted total	**70**	29	2	39	32	37
Very low	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Quite low	**2**	**	**	**	**	**
	3%	**	**	**	**	**
Neither low nor high	**7**	**	**	**	**	**
	10%	**	**	**	**	**
				a		
Quite high	**28**	**	**	**	**	**
	40%	**	**	**	**	**
Very high	**31**	**	**	**	**	**
	44%	**	**	**	**	**
		c				
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**
	3%	**	**	**	**	**
NET: High	**59**	**	**	**	**	**
	84%	**	**	**	**	**
		c				
NET: Low	**2**	**	**	**	**	**
	3%	**	**	**	**	**

Columns Tested: a,b,c - a,b

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**70**	7	4	5	7	10	7	7	7	6	5	2	3
Weighted total	**70**	5	4	8	5	9	8	8	5	8	3	2	5
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**7**	**	**	**	**	**	**	**	**	**	**	**	**
	10%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**28**	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**31**	**	**	**	**	**	**	**	**	**	**	**	**
	44%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**59**	**	**	**	**	**	**	**	**	**	**	**	**
	84%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The quality of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**70**	16	24	20	10
Weighted total	**70**	17	22	21	10
Very low	**-**	**	**	**	**
	-%	**	**	**	**
Quite low	**2**	**	**	**	**
	3%	**	**	**	**
Neither low nor high	**7**	**	**	**	**
	10%	**	**	**	**
Quite high	**28**	**	**	**	**
	40%	**	**	**	**
Very high	**31**	**	**	**	**
	44%	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**
	3%	**	**	**	**
NET: High	**59**	**	**	**	**
	84%	**	**	**	**
NET: Low	**2**	**	**	**	**
	3%	**	**	**	**

Columns Tested: a,b,c,d

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**70**	43	18	7	2	-	27	5	12	4	4	14
Weighted total	**70**	66	2	1	*	-	3	7	16	6	3	11
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**23**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**
Quite high	**19**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**
Very high	**19**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**
NET: High	**38**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**7**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	70	4	1	12	1	3	7	6	2	12	48	11	5	6
Weighted total	70	3	2	17	*	6	12	6	*	16	62	4	2	1
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	23	**	**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	19	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	19	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	38	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	70	3	1	12	3	2	9	4	1	13	48	11	5	6
Weighted total	70	2	2	17	3	4	14	4	*	16	62	4	2	1
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	23	**	**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	19	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	19	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	38	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	70	1	17	4	3	25	-	-	18	55	15	69	1	69	1
Weighted total	70	*	14	3	4	31	-	-	17	58	12	69	1	69	1
Very low	1	**	**	**	**	**	**	**	**	*	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	*%*	**	*1%*	**	*1%*	**
Quite low	6	**	**	**	**	**	**	**	**	5	**	6	**	6	**
	9%	**	**	**	**	**	**	**	**	*8%*	**	*9%*	**	*9%*	**
Neither low nor high	23	**	**	**	**	**	**	**	**	19	**	23	**	23	**
	33%	**	**	**	**	**	**	**	**	*32%*	**	*33%*	**	*33%*	**
Quite high	19	**	**	**	**	**	**	**	**	16	**	18	**	18	**
	27%	**	**	**	**	**	**	**	**	*27%*	**	*27%*	**	*27%*	**
Very high	19	**	**	**	**	**	**	**	**	16	**	19	**	19	**
	27%	**	**	**	**	**	**	**	**	*29%*	**	*27%*	**	*27%*	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	2	**	2	**	2	**
	3%	**	**	**	**	**	**	**	**	*3%*	**	*3%*	**	*3%*	**
NET: High	38	**	**	**	**	**	**	**	**	32	**	37	**	37	**
	54%	**	**	**	**	**	**	**	**	*56%*	**	*54%*	**	*54%*	**
NET: Low	7	**	**	**	**	**	**	**	**	5	**	7	**	7	**
	11%	**	**	**	**	**	**	**	**	*8%*	**	*11%*	**	*11%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**70**	34	15	21	35	25	5	4	1	-	-	-	60	10	6	29	35
Weighted total	**70**	36	15	19	43	20	6	1	*	-	-	-	63	6	5	38	26
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	*1%*	**	**	**	**
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	*10%*	**	**	**	**
Neither low nor high	**23**	**	**	**	**	**	**	**	**	**	**	**	23	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	*36%*	**	**	**	**
Quite high	**19**	**	**	**	**	**	**	**	**	**	**	**	17	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	*27%*	**	**	**	**
Very high	**19**	**	**	**	**	**	**	**	**	**	**	**	15	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	*23%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	*3%*	**	**	**	**
NET: High	**38**	**	**	**	**	**	**	**	**	**	**	**	32	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	*50%*	**	**	**	**
NET: Low	**7**	**	**	**	**	**	**	**	**	**	**	**	7	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	*12%*	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**70**	48	43	54	58	24	52	46	4	2	2	-	-	-	51	3	3	-	1	-	-	1
Weighted total	**70**	42	39	50	57	20	45	44	4	2	*	-	-	-	51	4	2	-	*	-	-	*
Very low	**1**	**	**	1	1	**	1	**	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	**	**	*2%*	*1%*	**	*2%*	**	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Quite low	**6**	**	**	6	3	**	6	**	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	9%	**	**	*13%*	*5%*	**	*14%*	**	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Neither low nor high	**23**	**	**	19	18	**	15	**	**	**	**	**	**	**	17	**	**	**	**	**	**	**
	33%	**	**	*37%*	*32%*	**	*32%*	**	**	**	**	**	**	**	*33%*	**	**	**	**	**	**	**
Quite high	**19**	**	**	11	17	**	10	**	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	27%	**	**	*22%*	*29%*	**	*22%*	**	**	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
Very high	**19**	**	**	11	17	**	12	**	**	**	**	**	**	**	15	**	**	**	**	**	**	**
	27%	**	**	*22%*	*30%*	**	*26%*	**	**	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	2	2	**	2	**	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	3%	**	**	*4%*	*3%*	**	*4%*	**	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
NET: High	**38**	**	**	22	33	**	21	**	**	**	**	**	**	**	29	**	**	**	**	**	**	**
	54%	**	**	*45%*	*59%*	**	*47%*	**	**	**	**	**	**	**	*58%*	**	**	**	**	**	**	**
NET: Low	**7**	**	**	7	3	**	7	**	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	11%	**	**	*15%*	*6%*	**	*16%*	**	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	**70**	8	14	18	13	1	15	11	15	13	4	42	3	13	37	33
Weighted total	**70**	10	11	22	5	2	24	9	13	7	4	39	2	16	40	30
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**23**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**19**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
																a
Very high	**19**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**38**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
																a
NET: Low	**7**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
															b	

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	70	50	4	14	44	46	8	11	47	22	41	21	-
Weighted total	70	46	4	17	40	43	7	13	44	14	34	14	-
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	23	**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	19	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	19	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	38	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	7	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	70	21	33	16	-	46	33	31	1	45	41	36	43	31	4
Weighted total	70	20	27	9	-	41	30	30	*	38	38	35	36	28	1
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
													b		
Neither low nor high	23	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	19	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	19	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	38	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
													b		

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**70**	24	14	31	12	6	38	36	7	1	5	-	66	62	66	64	68
Weighted total	**70**	25	11	32	11	8	30	33	3	2	4	-	67	62	67	63	66
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**	1	1	1	1	1
	1%	**	**	**	**	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	**	6	6	6	6	5
	9%	**	**	**	**	**	**	**	**	**	**	**	*10%*	*10%*	*10%*	*10%*	*7%*
Neither low nor high	**23**	**	**	**	**	**	**	**	**	**	**	**	23	23	23	19	21
	33%	**	**	**	**	**	**	**	**	**	**	**	*34%*	*37%*	*34%*	*30%*	*32%*
Quite high	**19**	**	**	**	**	**	**	**	**	**	**	**	16	13	16	18	19
	27%	**	**	**	**	**	**	**	**	**	**	**	*24%*	*22%*	*24%*	*29%*	*29%*
Very high	**19**	**	**	**	**	**	**	**	**	**	**	**	19	17	19	17	19
	27%	**	**	**	**	**	**	**	**	**	**	**	*28%*	*27%*	*28%*	*27%*	*29%*
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	2	2	2	2	2
	3%	**	**	**	**	**	**	**	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
NET: High	**38**	**	**	**	**	**	**	**	**	**	**	**	35	30	35	35	38
	54%	**	**	**	**	**	**	**	**	**	**	**	*52%*	*49%*	*52%*	*56%*	*57%*
NET: Low	**7**	**	**	**	**	**	**	**	**	**	**	**	7	7	7	7	5
	11%	**	**	**	**	**	**	**	**	**	**	**	*11%*	*12%*	*11%*	*12%*	*8%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**70**	54	64	41	1	46	2	15	48	58	2	15	55	23	35	12
Weighted total	**70**	53	63	38	*	44	4	16	45	64	2	10	60	21	39	10
Very low	**1**	1	1	**	**	**	**	**	**	-	**	**	1	**	**	**
	1%	*2%*	*1%*	**	**	**	**	**	**	*-%*	**	**	*1%*	**	**	**
Quite low	**6**	6	3	**	**	**	**	**	**	4	**	**	6	**	**	**
	9%	*12%*	*4%*	**	**	**	**	**	**	*6%*	**	**	*10%*	**	**	**
				b												
Neither low nor high	**23**	19	22	**	**	**	**	**	**	23	**	**	19	**	**	**
	33%	*35%*	*35%*	**	**	**	**	**	**	*36%*	**	**	*32%*	**	**	**
Quite high	**19**	14	19	**	**	**	**	**	**	17	**	**	16	**	**	**
	27%	*26%*	*29%*	**	**	**	**	**	**	*26%*	**	**	*27%*	**	**	**
Very high	**19**	11	17	**	**	**	**	**	**	19	**	**	18	**	**	**
	27%	*21%*	*27%*	**	**	**	**	**	**	*29%*	**	**	*31%*	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	2	**	**	**	**	**	**	2	**	**	-	**	**	**
	3%	*4%*	*3%*	**	**	**	**	**	**	*3%*	**	**	*-%*	**	**	**
NET: High	**38**	25	36	**	**	**	**	**	**	35	**	**	34	**	**	**
	54%	*47%*	*56%*	**	**	**	**	**	**	*55%*	**	**	*58%*	**	**	**
NET: Low	**7**	7	4	**	**	**	**	**	**	4	**	**	6	**	**	**
	11%	*14%*	*6%*	**	**	**	**	**	**	*6%*	**	**	*11%*	**	**	**
				b												

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**70**	30	4	36	38	32
Weighted total	**70**	29	2	39	32	37
Very low	**1**	**	**	**	**	**
	1%	**	**	**	**	**
Quite low	**6**	**	**	**	**	**
	9%	**	**	**	**	**
Neither low nor high	**23**	**	**	**	**	**
	33%	**	**	**	**	**
Quite high	**19**	**	**	**	**	**
	27%	**	**	**	**	**
Very high	**19**	**	**	**	**	**
	27%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**
	3%	**	**	**	**	**
NET: High	**38**	**	**	**	**	**
	54%	**	**	**	**	**
		c				
NET: Low	**7**	**	**	**	**	**
	11%	**	**	**	**	**

Columns Tested: a,b,c - a,b

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	70	7	4	5	7	10	7	7	7	6	5	2	3
Weighted total	70	5	4	8	5	9	8	8	5	8	3	2	5
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**
	9%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	23	**	**	**	**	**	**	**	**	**	**	**	**
	33%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	19	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	19	**	**	**	**	**	**	**	**	**	**	**	**
	27%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	38	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	7	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The price of the postal services provided by DHL in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)
Base: All those who use DHL (QV4=2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**70**	16	24	20	10
Weighted total	**70**	17	22	21	10
Very low	**1**	**	**	**	**
	1%	**	**	**	**
Quite low	**6**	**	**	**	**
	9%	**	**	**	**
Neither low nor high	**23**	**	**	**	**
	33%	**	**	**	**
Quite high	**19**	**	**	**	**
	27%	**	**	**	**
Very high	**19**	**	**	**	**
	27%	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**
	3%	**	**	**	**
NET: High	**38**	**	**	**	**
	54%	**	**	**	**
NET: Low	**7**	**	**	**	**
	11%	**	**	**	**

Columns Tested: a,b,c,d

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**60**	36	15	8	1	-	24	9	10	4	1	7
Weighted total	**57**	54	2	1	*	-	3	8	16	4	2	1
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Quite low	*****	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**5**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**
Quite high	**31**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**
Very high	**21**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
NET: High	**51**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	*****	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	6	1	7	3	4	6	5	2	7	41	10	6	3
Weighted total	57	8	*	12	6	5	4	4	2	8	49	4	2	1
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	31	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	21	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	51	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	5	3	8	4	4	5	3	1	8	41	10	6	3
Weighted total	57	8	3	13	6	4	5	2	*	8	49	4	2	1
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	5	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	31	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	21	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	51	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	60	-	12	3	3	24	-	-	17	54	6	52	8	58	2
Weighted total	57	-	7	*	3	33	-	-	13	55	2	48	9	56	1
Very low	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Quite low	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Neither low nor high	5	**	**	**	**	**	**	**	**	5	**	5	**	4	**
	8%	**	**	**	**	**	**	**	**	9%	**	10%	**	8%	**
Quite high	31	**	**	**	**	**	**	**	**	29	**	25	**	30	**
	54%	**	**	**	**	**	**	**	**	52%	**	51%	**	54%	**
Very high	21	**	**	**	**	**	**	**	**	21	**	18	**	21	**
	37%	**	**	**	**	**	**	**	**	38%	**	38%	**	37%	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	1%	**	**	**	**	**	**	**	**	1%	**	1%	**	1%	**
NET: High	51	**	**	**	**	**	**	**	**	49	**	43	**	51	**
	91%	**	**	**	**	**	**	**	**	90%	**	89%	**	91%	**
NET: Low	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	60	27	8	25	26	23	7	3	1	-	-	-	49	11	8	18	34
Weighted total	57	21	11	25	26	21	6	4	*	-	-	-	47	10	6	20	31
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	51	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**60**	35	37	41	43	21	47	33	3	1	3	1	-	-	37	1	1	3	1	-	-	1
Weighted total	**57**	30	30	37	43	17	43	32	2	*	2	*	-	-	39	*	2	2	*	-	-	*
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	*****	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**5**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**31**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**21**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**51**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	*****	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	60	7	6	16	12	-	11	5	14	11	2	31	2	10	30	30
Weighted total	57	9	5	19	3	-	15	3	16	9	*	35	*	8	37	20
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	5	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	31	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	21	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	51	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	60	40	1	11	32	36	5	9	34	15	32	12	1
Weighted total	57	37	*	14	29	34	3	12	31	15	26	10	*
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	5	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	31	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	21	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	51	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	*b	*c	*d	a	b	*c	a	*b	*c
Unweighted total	**60**	14	31	12	-	34	29	23	-	34	35	27	36	28	5
Weighted total	**57**	12	21	7	-	37	27	23	-	30	30	29	32	26	3
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	*****	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**5**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**31**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**21**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**51**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	*****	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	*c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**60**	23	15	22	13	7	38	33	4	-	6	2	55	48	55	48	59
Weighted total	**57**	26	18	26	13	9	36	32	4	-	5	2	56	47	56	46	55
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	-	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**	*-%*
Quite low	*****	**	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	****%***	**	**	**	**	**	**	**	**	**	**	**	**%*	**	**%*	**	**%*
Neither low nor high	**5**	**	**	**	**	**	**	**	**	**	**	**	5	**	5	**	5
	8%	**	**	**	**	**	**	**	**	**	**	**	*9%*	**	*9%*	**	*9%*
Quite high	**31**	**	**	**	**	**	**	**	**	**	**	**	30	**	30	**	31
	54%	**	**	**	**	**	**	**	**	**	**	**	*54%*	**	*54%*	**	*56%*
Very high	**21**	**	**	**	**	**	**	**	**	**	**	**	20	**	20	**	19
	37%	**	**	**	**	**	**	**	**	**	**	**	*37%*	**	*37%*	**	*34%*
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	1%	**	**	**	**	**	**	**	**	**	**	**	**%*	**	**%*	**	*1%*
NET: High	**51**	**	**	**	**	**	**	**	**	**	**	**	50	**	50	**	49
	91%	**	**	**	**	**	**	**	**	**	**	**	*91%*	**	*91%*	**	*90%*
NET: Low	*****	**	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	****%***	**	**	**	**	**	**	**	**	**	**	**	**%*	**	**%*	**	**%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**60**	41	56	29	-	42	2	18	35	52	-	13	47	20	32	8
Weighted total	**57**	42	56	30	-	39	2	22	31	54	-	9	47	20	35	2
Very low	**-**	**	-	**	**	**	**	**	**	-	**	**	**	**	**	**
	-%	**	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**
Quite low	*****	**	*	**	**	**	**	**	**	*	**	**	**	**	**	**
	****%***	**	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**
Neither low nor high	**5**	**	5	**	**	**	**	**	**	4	**	**	**	**	**	**
	8%	**	*9%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**
Quite high	**31**	**	30	**	**	**	**	**	**	28	**	**	**	**	**	**
	54%	**	*54%*	**	**	**	**	**	**	*53%*	**	**	**	**	**	**
Very high	**21**	**	20	**	**	**	**	**	**	21	**	**	**	**	**	**
	37%	**	*37%*	**	**	**	**	**	**	*39%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	*	**	**	**	**	**	**	*	**	**	**	**	**	**
	1%	**	*1%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**
NET: High	**51**	**	50	**	**	**	**	**	**	49	**	**	**	**	**	**
	91%	**	*90%*	**	**	**	**	**	**	*92%*	**	**	**	**	**	**
NET: Low	*****	**	*	**	**	**	**	**	**	*	**	**	**	**	**	**
	****%***	**	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*c	a	b
Unweighted total	**60**	32	4	24	30	30
Weighted total	**57**	29	6	22	28	29
Very low	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Quite low	*	**	**	**	**	**
	***%**	**	**	**	**	**
Neither low nor high	**5**	**	**	**	**	**
	8%	**	**	**	**	**
Quite high	**31**	**	**	**	**	**
	54%	**	**	**	**	**
Very high	**21**	**	**	**	**	**
	37%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**
	1%	**	**	**	**	**
NET: High	**51**	**	**	**	**	**
	91%	**	**	**	**	**
NET: Low	*	**	**	**	**	**
	***%**	**	**	**	**	**

Columns Tested: a,b,c - a,b

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	60	7	2	5	5	11	3	5	5	6	3	6	2
Weighted total	57	7	2	4	4	12	4	5	3	2	5	8	2
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	5	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	31	**	**	**	**	**	**	**	**	**	**	**	**
	54%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	21	**	**	**	**	**	**	**	**	**	**	**	**
	37%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	51	**	**	**	**	**	**	**	**	**	**	**	**
	91%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The quality of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**60**	14	19	16	11
Weighted total	**57**	13	20	9	16
Very low	**-**	**	**	**	**
	-%	**	**	**	**
Quite low	*****	**	**	**	**
	***%**	**	**	**	**
Neither low nor high	**5**	**	**	**	**
	8%	**	**	**	**
Quite high	**31**	**	**	**	**
	54%	**	**	**	**
Very high	**21**	**	**	**	**
	37%	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**
	1%	**	**	**	**
NET: High	**51**	**	**	**	**
	91%	**	**	**	**
NET: Low	*****	**	**	**	**
	***%**	**	**	**	**

Columns Tested: a,b,c,d

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**60**	36	15	8	1	-	24	9	10	4	1	7
Weighted total	**57**	54	2	1	*	-	3	8	16	4	2	1
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
Quite low	**2**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**20**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**
Quite high	**22**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**
Very high	**12**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**1**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
NET: High	**33**	**	**	**	**	**	**	**	**	**	**	**
	59%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**3**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	6	1	7	3	4	6	5	2	7	41	10	6	3
Weighted total	57	8	*	12	6	5	4	4	2	8	49	4	2	1
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	20	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	22	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	12	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	33	**	**	**	**	**	**	**	**	**	**	**	**	**
	59%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	5	3	8	4	4	5	3	1	8	41	10	6	3
Weighted total	57	8	3	13	6	4	5	2	*	8	49	4	2	1
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	20	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	22	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	12	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	33	**	**	**	**	**	**	**	**	**	**	**	**	**
	59%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	60	-	12	3	3	24	-	-	17	54	6	52	8	58	2
Weighted total	57	-	7	*	3	33	-	-	13	55	2	48	9	56	1
Very low	1	**	**	**	**	**	**	**	**	-	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	*-%*	**	*1%*	**	*1%*	**
Quite low	2	**	**	**	**	**	**	**	**	1	**	2	**	2	**
	4%	**	**	**	**	**	**	**	**	*3%*	**	*4%*	**	*4%*	**
Neither low nor high	20	**	**	**	**	**	**	**	**	20	**	17	**	19	**
	35%	**	**	**	**	**	**	**	**	*36%*	**	*36%*	**	*34%*	**
Quite high	22	**	**	**	**	**	**	**	**	21	**	16	**	22	**
	38%	**	**	**	**	**	**	**	**	*38%*	**	*33%*	**	*39%*	**
Very high	12	**	**	**	**	**	**	**	**	12	**	12	**	12	**
	21%	**	**	**	**	**	**	**	**	*22%*	**	*25%*	**	*21%*	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	1	**	*	**	1	**
	1%	**	**	**	**	**	**	**	**	*1%*	**	*1%*	**	*1%*	**
NET: High	33	**	**	**	**	**	**	**	**	33	**	28	**	33	**
	59%	**	**	**	**	**	**	**	**	*60%*	**	*58%*	**	*60%*	**
NET: Low	3	**	**	**	**	**	**	**	**	1	**	3	**	3	**
	5%	**	**	**	**	**	**	**	**	*3%*	**	*6%*	**	*5%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	60	27	8	25	26	23	7	3	1	-	-	-	49	11	8	18	34
Weighted total	57	21	11	25	26	21	6	4	*	-	-	-	47	10	6	20	31
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	33	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	59%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**60**	35	37	41	43	21	47	33	3	1	3	1	-	-	37	1	1	3	1	-	-	1
Weighted total	**57**	30	30	37	43	17	43	32	2	*	2	*	-	-	39	*	2	2	*	-	-	*
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**20**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**22**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**12**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**1**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**33**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	59%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**3**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	60	7	6	16	12	-	11	5	14	11	2	31	2	10	30	30
Weighted total	57	9	5	19	3	-	15	3	16	9	*	35	*	8	37	20
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
															b	
Quite high	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
																a
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	33	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	59%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	60	40	1	11	32	36	5	9	34	15	32	12	1
Weighted total	57	37	*	14	29	34	3	12	31	15	26	10	*
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	20	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	22	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	12	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	33	**	**	**	**	**	**	**	**	**	**	**	**
	59%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	*b	*c	*d	a	b	*c	a	*b	*c
Unweighted total	60	14	31	12	-	34	29	23	-	34	35	27	36	28	5
Weighted total	57	12	21	7	-	37	27	23	-	30	30	29	32	26	3
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	12	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	33	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	59%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	*c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**60**	23	15	22	13	7	38	33	4	-	6	2	55	48	55	48	59
Weighted total	**57**	26	18	26	13	9	36	32	4	-	5	2	56	47	56	46	55
Very low	**1**	**	**	**	**	**	**	**	**	**	**	**	1	**	1	**	1
	1%	**	**	**	**	**	**	**	**	**	**	**	*1%*	**	*1%*	**	*1%*
Quite low	**2**	**	**	**	**	**	**	**	**	**	**	**	1	**	1	**	2
	4%	**	**	**	**	**	**	**	**	**	**	**	*3%*	**	*3%*	**	*4%*
Neither low nor high	**20**	**	**	**	**	**	**	**	**	**	**	**	20	**	20	**	20
	35%	**	**	**	**	**	**	**	**	**	**	**	*36%*	**	*36%*	**	*36%*
Quite high	**22**	**	**	**	**	**	**	**	**	**	**	**	22	**	22	**	22
	38%	**	**	**	**	**	**	**	**	**	**	**	*39%*	**	*39%*	**	*39%*
Very high	**12**	**	**	**	**	**	**	**	**	**	**	**	12	**	12	**	10
	21%	**	**	**	**	**	**	**	**	**	**	**	*21%*	**	*21%*	**	*18%*
Don't Know (DO NOT READ OUT)	**1**	**	**	**	**	**	**	**	**	**	**	**	*	**	*	**	1
	1%	**	**	**	**	**	**	**	**	**	**	**	**%*	**	**%*	**	*1%*
NET: High	**33**	**	**	**	**	**	**	**	**	**	**	**	33	**	33	**	31
	59%	**	**	**	**	**	**	**	**	**	**	**	*60%*	**	*60%*	**	*57%*
NET: Low	**3**	**	**	**	**	**	**	**	**	**	**	**	2	**	2	**	3
	5%	**	**	**	**	**	**	**	**	**	**	**	*4%*	**	*4%*	**	*5%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**60**	41	56	29	-	42	2	18	35	52	-	13	47	20	32	8
Weighted total	**57**	42	56	30	-	39	2	22	31	54	-	9	47	20	35	2
Very low	**1**	**	1	**	**	**	**	**	**	1	**	**	**	**	**	**
	1%	**	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**
Quite low	**2**	**	1	**	**	**	**	**	**	2	**	**	**	**	**	**
	4%	**	*3%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**
Neither low nor high	**20**	**	20	**	**	**	**	**	**	20	**	**	**	**	**	**
	35%	**	*36%*	**	**	**	**	**	**	*37%*	**	**	**	**	**	**
Quite high	**22**	**	22	**	**	**	**	**	**	21	**	**	**	**	**	**
	38%	**	*39%*	**	**	**	**	**	**	*38%*	**	**	**	**	**	**
Very high	**12**	**	12	**	**	**	**	**	**	10	**	**	**	**	**	**
	21%	**	*21%*	**	**	**	**	**	**	*19%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**1**	**	*	**	**	**	**	**	**	*	**	**	**	**	**	**
	1%	**	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**
NET: High	**33**	**	33	**	**	**	**	**	**	31	**	**	**	**	**	**
	59%	**	*60%*	**	**	**	**	**	**	*57%*	**	**	**	**	**	**
NET: Low	**3**	**	2	**	**	**	**	**	**	3	**	**	**	**	**	**
	5%	**	*4%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*c	a	b
Unweighted total	60	32	4	24	30	30
Weighted total	57	29	6	22	28	29
Very low	1	**	**	**	**	**
	1%	**	**	**	**	**
Quite low	2	**	**	**	**	**
	4%	**	**	**	**	**
Neither low nor high	20	**	**	**	**	**
	35%	**	**	**	**	**
Quite high	22	**	**	**	**	**
	38%	**	**	**	**	**
Very high	12	**	**	**	**	**
	21%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**
	1%	**	**	**	**	**
NET: High	33	**	**	**	**	**
	59%	**	**	**	**	**
NET: Low	3	**	**	**	**	**
	5%	**	**	**	**	**

Columns Tested: a,b,c - a,b

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	60	7	2	5	5	11	3	5	5	6	3	6	2
Weighted total	57	7	2	4	4	12	4	5	3	2	5	8	2
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	20	**	**	**	**	**	**	**	**	**	**	**	**
	35%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	22	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	12	**	**	**	**	**	**	**	**	**	**	**	**
	21%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	33	**	**	**	**	**	**	**	**	**	**	**	**
	59%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	3	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The price of the postal services provided by UPS in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)
Base: All those who use UPS (QV4=5)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**60**	14	19	16	11
Weighted total	**57**	13	20	9	16
Very low	**1**	**	**	**	**
	1%	**	**	**	**
Quite low	**2**	**	**	**	**
	4%	**	**	**	**
Neither low nor high	**20**	**	**	**	**
	35%	**	**	**	**
Quite high	**22**	**	**	**	**
	38%	**	**	**	**
Very high	**12**	**	**	**	**
	21%	**	**	**	**
Don't Know (DO NOT READ OUT)	**1**	**	**	**	**
	1%	**	**	**	**
NET: High	**33**	**	**	**	**
	59%	**	**	**	**
NET: Low	**3**	**	**	**	**
	5%	**	**	**	**

Columns Tested: a,b,c,d

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	59	39	10	6	4	-	20	15	6	7	2	8
Weighted total	58	56	1	1	*	-	2	23	7	6	2	4
Very low	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
NET: High	46	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	59	6	1	5	-	2	10	3	3	5	35	4	7	13
Weighted total	58	5	*	6	-	4	16	4	5	9	49	2	2	5
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	46	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	59	6	1	7	-	2	9	3	2	5	35	4	7	13
Weighted total	58	7	*	10	-	4	13	4	3	9	49	2	2	5
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	46	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	**59**	-	15	-	1	20	1	1	20	45	14	52	7	57	2
Weighted total	**58**	-	14	-	2	21	*	2	18	51	7	52	6	54	4
Very low	**-**	**	**	**	**	**	**	**	**	**	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**
Quite low	**2**	**	**	**	**	**	**	**	**	**	**	2	**	2	**
	4%	**	**	**	**	**	**	**	**	**	**	*4%*	**	*4%*	**
Neither low nor high	**9**	**	**	**	**	**	**	**	**	**	**	6	**	9	**
	16%	**	**	**	**	**	**	**	**	**	**	*12%*	**	*17%*	**
Quite high	**29**	**	**	**	**	**	**	**	**	**	**	26	**	25	**
	50%	**	**	**	**	**	**	**	**	**	**	*50%*	**	*47%*	**
Very high	**17**	**	**	**	**	**	**	**	**	**	**	17	**	17	**
	30%	**	**	**	**	**	**	**	**	**	**	*33%*	**	*32%*	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**
NET: High	**46**	**	**	**	**	**	**	**	**	**	**	43	**	43	**
	80%	**	**	**	**	**	**	**	**	**	**	*84%*	**	*79%*	**
NET: Low	**2**	**	**	**	**	**	**	**	**	**	**	2	**	2	**
	4%	**	**	**	**	**	**	**	**	**	**	*4%*	**	*4%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	59	25	10	24	31	22	3	2	1	-	-	-	53	6	14	17	28
Weighted total	58	20	11	27	32	23	2	1	*	-	-	-	55	3	13	19	26
Very low	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	4%	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	9	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	17%	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	27	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	49%	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	17	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	31%	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
NET: High	46	**	**	**	**	**	**	**	**	**	**	**	44	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	79%	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	2	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	4%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**59**	38	35	46	53	22	38	39	3	2	2	-	-	-	50	1	1	-	1	-	-	1
Weighted total	**58**	36	33	46	55	17	33	45	*	1	*	-	-	-	53	2	*	-	*	-	-	*
Very low	**-**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	*-%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**2**	**	**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	*4%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**9**	**	**	**	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	*17%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**29**	**	**	**	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	*51%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**17**	**	**	**	15	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	*28%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	*-%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**46**	**	**	**	44	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	*79%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**2**	**	**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	*4%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	59	14	8	11	12	1	24	9	9	10	1	34	2	16	38	21
Weighted total	58	16	8	10	12	*	25	12	8	10	*	37	2	15	38	20
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	59	42	4	22	31	38	8	18	35	21	30	10	-
Weighted total	58	42	4	22	33	40	6	19	36	16	31	6	-
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	46	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	a	b	c	a	*b	*c
Unweighted total	**59**	17	25	9	-	39	28	12	1	34	34	36	38	25	3
Weighted total	**58**	14	25	6	-	42	28	12	*	32	31	39	35	25	1
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**9**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**29**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**17**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**46**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	c	*d	*e	*a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**59**	24	21	31	6	5	28	27	5	1	6	-	53	49	53	54	58
Weighted total	**58**	25	19	33	7	6	28	26	3	1	6	-	55	47	55	55	57
Very low	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	-%	-%	-%
Quite low	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	2	2	2
	4%	**	**	**	**	**	**	**	**	**	**	**	*4%*	**	*4%*	*4%*	*4%*
Neither low nor high	**9**	**	**	**	**	**	**	**	**	**	**	**	9	**	9	9	9
	16%	**	**	**	**	**	**	**	**	**	**	**	*17%*	**	*17%*	*17%*	*16%*
Quite high	**29**	**	**	**	**	**	**	**	**	**	**	**	28	**	28	27	29
	50%	**	**	**	**	**	**	**	**	**	**	**	*51%*	**	*51%*	*49%*	*50%*
Very high	**17**	**	**	**	**	**	**	**	**	**	**	**	15	**	15	17	17
	30%	**	**	**	**	**	**	**	**	**	**	**	*28%*	**	*28%*	*30%*	*30%*
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	-%	-%	-%
NET: High	**46**	**	**	**	**	**	**	**	**	**	**	**	43	**	43	44	46
	80%	**	**	**	**	**	**	**	**	**	**	**	*79%*	**	*79%*	*79%*	*80%*
NET: Low	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	2	2	2
	4%	**	**	**	**	**	**	**	**	**	**	**	*4%*	**	*4%*	*4%*	*4%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**59**	45	55	17	1	44	2	10	40	49	6	17	42	15	35	9
Weighted total	**58**	47	56	12	1	39	4	9	39	45	8	23	35	18	36	4
Very low	**-**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	*-%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**2**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	*4%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**9**	**	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	*15%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**29**	**	29	**	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	*51%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**17**	**	16	**	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	*29%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	*-%*	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**46**	**	45	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	*81%*	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**2**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	*4%*	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b
Unweighted total	59	25	4	30	42	17
Weighted total	58	28	7	23	38	20
Very low	-	**	**	**	**	**
	-%	**	**	**	**	**
Quite low	2	**	**	**	**	**
	4%	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**
	16%	**	**	**	**	**
Quite high	29	**	**	**	**	**
	50%	**	**	**	**	**
Very high	17	**	**	**	**	**
	30%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**
	-%	**	**	**	**	**
NET: High	46	**	**	**	**	**
	80%	**	**	**	**	**
NET: Low	2	**	**	**	**	**
	4%	**	**	**	**	**

Columns Tested: a,b,c - a,b

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	59	7	5	4	10	9	1	3	6	2	6	3	3
Weighted total	58	3	7	2	12	10	1	6	7	2	4	1	3
Very low	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	29	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	17	**	**	**	**	**	**	**	**	**	**	**	**
	30%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	46	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The quality of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	59	16	20	11	12
Weighted total	58	12	22	15	8
Very low	-	**	**	**	**
	-%	**	**	**	**
Quite low	2	**	**	**	**
	4%	**	**	**	**
Neither low nor high	9	**	**	**	**
	16%	**	**	**	**
Quite high	29	**	**	**	**
	50%	**	**	**	**
Very high	17	**	**	**	**
	30%	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**
	-%	**	**	**	**
NET: High	46	**	**	**	**
	80%	**	**	**	**
NET: Low	2	**	**	**	**
	4%	**	**	**	**

Columns Tested: a,b,c,d

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	59	39	10	6	4	-	20	15	6	7	2	8
Weighted total	58	56	1	1	*	-	2	23	7	6	2	4
Very low	3	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**
Very high	10	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**
NET: High	37	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	59	6	1	5	-	2	10	3	3	5	35	4	7	13
Weighted total	58	5	*	6	-	4	16	4	5	9	49	2	2	5
Very low	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	10	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	37	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	59	6	1	7	-	2	9	3	2	5	35	4	7	13
Weighted total	58	7	*	10	-	4	13	4	3	9	49	2	2	5
Very low	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	10	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	37	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	**59**	-	15	-	1	20	1	1	20	45	14	52	7	57	2
Weighted total	**58**	-	14	-	2	21	*	2	18	51	7	52	6	54	4
Very low	**3**	**	**	**	**	**	**	**	**	**	**	3	**	3	**
	5%	**	**	**	**	**	**	**	**	**	**	*5%*	**	*5%*	**
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	6	**	6	**
	11%	**	**	**	**	**	**	**	**	**	**	*12%*	**	*12%*	**
Neither low nor high	**9**	**	**	**	**	**	**	**	**	**	**	9	**	9	**
	16%	**	**	**	**	**	**	**	**	**	**	*18%*	**	*17%*	**
Quite high	**28**	**	**	**	**	**	**	**	**	**	**	24	**	26	**
	48%	**	**	**	**	**	**	**	**	**	**	*47%*	**	*48%*	**
Very high	**10**	**	**	**	**	**	**	**	**	**	**	7	**	8	**
	17%	**	**	**	**	**	**	**	**	**	**	*14%*	**	*14%*	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	2	**	2	**
	4%	**	**	**	**	**	**	**	**	**	**	*4%*	**	*4%*	**
NET: High	**37**	**	**	**	**	**	**	**	**	**	**	31	**	34	**
	64%	**	**	**	**	**	**	**	**	**	**	*61%*	**	*62%*	**
NET: Low	**9**	**	**	**	**	**	**	**	**	**	**	9	**	9	**
	16%	**	**	**	**	**	**	**	**	**	**	*18%*	**	*17%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	59	25	10	24	31	22	3	2	1	-	-	-	53	6	14	17	28
Weighted total	58	20	11	27	32	23	2	1	*	-	-	-	55	3	13	19	26
Very low	3	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	*5%*	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	6	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	*12%*	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	9	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	*17%*	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	27	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	*49%*	**	**	**	**
Very high	10	**	**	**	**	**	**	**	**	**	**	**	10	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	*18%*	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	*	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**%	**	**	**	**
NET: High	37	**	**	**	**	**	**	**	**	**	**	**	36	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	*66%*	**	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	**	**	9	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	*17%*	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**59**	38	35	46	53	22	38	39	3	2	2	-	-	-	50	1	1	-	1	-	-	1
Weighted total	**58**	36	33	46	55	17	33	45	*	1	*	-	-	-	53	2	*	-	*	-	-	*
Very low	**3**	**	**	**	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	*5%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**6**	**	**	**	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	*12%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**9**	**	**	**	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	*16%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**28**	**	**	**	27	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	*50%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**10**	**	**	**	8	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	*14%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	*4%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**37**	**	**	**	35	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	*64%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**9**	**	**	**	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	*17%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	59	14	8	11	12	1	24	9	9	10	1	34	2	16	38	21
Weighted total	58	16	8	10	12	*	25	12	8	10	*	37	2	15	38	20
Very low	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	10	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	37	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	59	42	4	22	31	38	8	18	35	21	30	10	-
Weighted total	58	42	4	22	33	40	6	19	36	16	31	6	-
Very low	3	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	10	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	37	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	a	b	c	a	*b	*c
Unweighted total	**59**	17	25	9	-	39	28	12	1	34	34	36	38	25	3
Weighted total	**58**	14	25	6	-	42	28	12	*	32	31	39	35	25	1
Very low	**3**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**9**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**28**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**10**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**37**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**9**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	c	*d	*e	*a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**59**	24	21	31	6	5	28	27	5	1	6	-	53	49	53	54	58
Weighted total	**58**	25	19	33	7	6	28	26	3	1	6	-	55	47	55	55	57
Very low	**3**	**	**	**	**	**	**	**	**	**	**	**	3	**	3	3	3
	5%	**	**	**	**	**	**	**	**	**	**	**	*5%*	**	*5%*	*5%*	*5%*
Quite low	**6**	**	**	**	**	**	**	**	**	**	**	**	6	**	6	5	6
	11%	**	**	**	**	**	**	**	**	**	**	**	*11%*	**	*11%*	*9%*	*11%*
Neither low nor high	**9**	**	**	**	**	**	**	**	**	**	**	**	9	**	9	9	9
	16%	**	**	**	**	**	**	**	**	**	**	**	*17%*	**	*17%*	*17%*	*16%*
Quite high	**28**	**	**	**	**	**	**	**	**	**	**	**	27	**	27	27	28
	48%	**	**	**	**	**	**	**	**	**	**	**	*50%*	**	*50%*	*50%*	*48%*
Very high	**10**	**	**	**	**	**	**	**	**	**	**	**	7	**	7	9	9
	17%	**	**	**	**	**	**	**	**	**	**	**	*13%*	**	*13%*	*16%*	*16%*
Don't Know (DO NOT READ OUT)	**2**	**	**	**	**	**	**	**	**	**	**	**	2	**	2	2	2
	4%	**	**	**	**	**	**	**	**	**	**	**	*4%*	**	*4%*	*4%*	*4%*
NET: High	**37**	**	**	**	**	**	**	**	**	**	**	**	35	**	35	36	37
	64%	**	**	**	**	**	**	**	**	**	**	**	*64%*	**	*64%*	*66%*	*64%*
NET: Low	**9**	**	**	**	**	**	**	**	**	**	**	**	9	**	9	7	9
	16%	**	**	**	**	**	**	**	**	**	**	**	*16%*	**	*16%*	*14%*	*16%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**59**	45	55	17	1	44	2	10	40	49	6	17	42	15	35	9
Weighted total	**58**	47	56	12	1	39	4	9	39	45	8	23	35	18	36	4
Very low	**3**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	*4%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	**6**	**	6	**	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	*11%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	**9**	**	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	*16%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	**28**	**	27	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	*48%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Very high	**10**	**	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	*16%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	**	2	**	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	*4%*	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	**37**	**	36	**	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	*64%*	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	**9**	**	9	**	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	*15%*	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b
Unweighted total	59	25	4	30	42	17
Weighted total	58	28	7	23	38	20
Very low	3	**	**	**	**	**
	5%	**	**	**	**	**
Quite low	6	**	**	**	**	**
	11%	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**
	16%	**	**	**	**	**
Quite high	28	**	**	**	**	**
	48%	**	**	**	**	**
Very high	10	**	**	**	**	**
	17%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**
	4%	**	**	**	**	**
NET: High	37	**	**	**	**	**
	64%	**	**	**	**	**
NET: Low	9	**	**	**	**	**
	16%	**	**	**	**	**

Columns Tested: a,b,c - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	59	7	5	4	10	9	1	3	6	2	6	3	3
Weighted total	58	3	7	2	12	10	1	6	7	2	4	1	3
Very low	3	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	6	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	9	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	28	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	10	**	**	**	**	**	**	**	**	**	**	**	**
	17%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	37	**	**	**	**	**	**	**	**	**	**	**	**
	64%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The price of the postal services provided by Parcelforce in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	59	16	20	11	12
Weighted total	58	12	22	15	8
Very low	3	**	**	**	**
	5%	**	**	**	**
Quite low	6	**	**	**	**
	11%	**	**	**	**
Neither low nor high	9	**	**	**	**
	16%	**	**	**	**
Quite high	28	**	**	**	**
	48%	**	**	**	**
Very high	10	**	**	**	**
	17%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**
	4%	**	**	**	**
NET: High	37	**	**	**	**
	64%	**	**	**	**
NET: Low	9	**	**	**	**
	16%	**	**	**	**

Columns Tested: a,b,c,d

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	***e**	f	***a**	b	***c**	***d**	***e**
Unweighted total	**195**	116	49	18	12	-	79	25	40	15	6	29
Weighted total	**193**	183	6	2	2	-	10	42	59	18	4	11
Very low	**1**	1	**	**	**	**	-	**	**	**	**	**
	1%	*1%*	**	**	**	**	*-%*	**	**	**	**	**
Quite low	**4**	4	**	**	**	**	-	**	**	**	**	**
	2%	*2%*	**	**	**	**	*-%*	**	**	**	**	**
Neither low nor high	**12**	11	**	**	**	**	1	**	**	**	**	**
	6%	*6%*	**	**	**	**	*15%*	**	**	**	**	**
			a				a					
Quite high	**76**	73	**	**	**	**	3	**	**	**	**	**
	40%	*40%*	**	**	**	**	*36%*	**	**	**	**	**
Very high	**98**	93	**	**	**	**	5	**	**	**	**	**
	51%	*51%*	**	**	**	**	*47%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	**	**	**	**	*	**	**	**	**	**
	1%	*1%*	**	**	**	**	*3%*	**	**	**	**	**
NET: High	**174**	166	**	**	**	**	8	**	**	**	**	**
	90%	*91%*	**	**	**	**	*83%*	**	**	**	**	**
		b										
NET: Low	**5**	5	**	**	**	**	-	**	**	**	**	**
	2%	*2%*	**	**	**	**	*-%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	195	19	11	26	4	15	24	14	13	15	141	20	16	18
Weighted total	193	22	15	22	8	24	33	15	16	19	174	7	4	6
Very low	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Quite low	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Neither low nor high	12	**	**	**	**	**	**	**	**	**	11	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
Quite high	76	**	**	**	**	**	**	**	**	**	72	**	**	**
	40%	**	**	**	**	**	**	**	**	**	*41%*	**	**	**
Very high	98	**	**	**	**	**	**	**	**	**	86	**	**	**
	51%	**	**	**	**	**	**	**	**	**	*49%*	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
NET: High	174	**	**	**	**	**	**	**	**	**	158	**	**	**
	90%	**	**	**	**	**	**	**	**	**	*90%*	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	195	22	9	23	4	14	23	15	13	15	138	22	16	19
Weighted total	193	27	12	20	6	22	29	17	17	19	170	12	4	6
Very low	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	1%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Quite low	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Neither low nor high	12	**	**	**	**	**	**	**	**	**	11	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Quite high	76	**	**	**	**	**	**	**	**	**	70	**	**	**
	40%	**	**	**	**	**	**	**	**	**	*41%*	**	**	**
Very high	98	**	**	**	**	**	**	**	**	**	84	**	**	**
	51%	**	**	**	**	**	**	**	**	**	*49%*	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
NET: High	174	**	**	**	**	**	**	**	**	**	153	**	**	**
	90%	**	**	**	**	**	**	**	**	**	*90%*	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	195	1	41	4	16	71	3	8	49	151	44	172	23	192	3
Weighted total	193	1	44	1	11	92	1	4	37	160	32	176	17	188	4
Very low	1	**	**	**	**	-	**	**	**	1	**	*	**	1	**
	1%	**	**	**	**	*-%*	**	**	**	*1%*	**	**%*	**	*1%*	**
Quite low	4	**	**	**	**	4	**	**	**	4	**	4	**	4	**
	2%	**	**	**	**	*4%*	**	**	**	*2%*	**	*2%*	**	*2%*	**
Neither low nor high	12	**	**	**	**	8	**	**	**	10	**	7	**	12	**
	6%	**	**	**	**	*9%*	**	**	**	*6%*	**	*4%*	**	*6%*	**
Quite high	76	**	**	**	**	30	**	**	**	65	**	73	**	74	**
	40%	**	**	**	**	*33%*	**	**	**	*41%*	**	*42%*	**	*39%*	**
Very high	98	**	**	**	**	47	**	**	**	78	**	89	**	95	**
	51%	**	**	**	**	*52%*	**	**	**	*49%*	**	*51%*	**	*51%*	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	2	**	**	**	2	**	2	**	2	**
	1%	**	**	**	**	*2%*	**	**	**	*1%*	**	*1%*	**	*1%*	**
NET: High	174	**	**	**	**	78	**	**	**	143	**	163	**	170	**
	90%	**	**	**	**	*85%*	**	**	**	*89%*	**	*92%*	**	*90%*	**
NET: Low	5	**	**	**	**	4	**	**	**	5	**	4	**	5	**
	2%	**	**	**	**	*4%*	**	**	**	*3%*	**	*2%*	**	*2%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**195**	78	37	75	91	75	24	5	-	-	-	-	166	29	16	75	104
Weighted total	**193**	67	29	90	97	74	21	1	-	-	-	-	171	21	18	79	96
Very low	**1**	*	**	-	1	*	**	**	**	**	**	**	1	**	**	-	*
	1%	*1%*	**	*-%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*-%*	*1%*
Quite low	**4**	-	**	4	-	4	**	**	**	**	**	**	4	**	**	-	4
	2%	*-%*	**	*4%*	*-%*	*5%*	**	**	**	**	**	**	*2%*	**	**	*-%*	*4%*
						a											
Neither low nor high	**12**	3	**	5	10	2	**	**	**	**	**	**	12	**	**	9	2
	6%	*5%*	**	*5%*	*10%*	*3%*	**	**	**	**	**	**	*7%*	**	**	*12%*	*3%*
																c	
Quite high	**76**	32	**	28	30	33	**	**	**	**	**	**	63	**	**	24	46
	40%	*47%*	**	*31%*	*31%*	*45%*	**	**	**	**	**	**	*37%*	**	**	*31%*	*48%*
		c															b
Very high	**98**	32	**	52	55	35	**	**	**	**	**	**	90	**	**	44	43
	51%	*47%*	**	*58%*	*56%*	*47%*	**	**	**	**	**	**	*52%*	**	**	*55%*	*45%*
Don't Know (DO NOT READ OUT)	**2**	-	**	2	2	-	**	**	**	**	**	**	2	**	**	2	*
	1%	*-%*	**	*2%*	*2%*	*-%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*%*
NET: High	**174**	64	**	80	85	68	**	**	**	**	**	**	153	**	**	68	89
	90%	*95%*	**	*89%*	*88%*	*92%*	**	**	**	**	**	**	*89%*	**	**	*86%*	*93%*
NET: Low	**5**	*	**	4	1	4	**	**	**	**	**	**	5	**	**	-	4
	2%	*1%*	**	*4%*	*1%*	*5%*	**	**	**	**	**	**	*3%*	**	**	*-%*	*4%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	***b**	***c**	***d**	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**195**	143	123	158	144	76	140	134	10	4	6	1	3	-	131	3	7	2	-	1	-	1
Weighted total	**193**	129	109	148	146	55	127	139	3	3	1	*	1	-	136	4	5	*	-	*	-	*
Very low	**1**	1	-	1	*	*	*	1	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	**%*	*-%*	**%*	**%*	*1%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Quite low	**4**	4	4	4	4	-	4	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	2%	*3%*	*3%*	*2%*	*2%*	*-%*	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Neither low nor high	**12**	11	5	11	9	4	5	9	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	6%	*9%*	*5%*	*8%*	*6%*	*8%*	*4%*	*7%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
Quite high	**76**	49	41	62	59	26	49	60	**	**	**	**	**	**	54	**	**	**	**	**	**	**
	40%	*38%*	*38%*	*42%*	*41%*	*48%*	*39%*	*43%*	**	**	**	**	**	**	*40%*	**	**	**	**	**	**	**
Very high	**98**	62	56	68	71	21	68	64	**	**	**	**	**	**	66	**	**	**	**	**	**	**
	51%	*48%*	*52%*	*46%*	*49%*	*39%*	*54%* e	*46%*	**	**	**	**	**	**	*49%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*2%*	*2%*	*1%*	*1%*	*4%* f	**%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
NET: High	**174**	111	98	130	131	48	117	124	**	**	**	**	**	**	120	**	**	**	**	**	**	**
	90%	*86%*	*90%*	*88%*	*89%*	*88%*	*92%*	*89%*	**	**	**	**	**	**	*89%*	**	**	**	**	**	**	**
NET: Low	**5**	4	4	4	4	*	4	4	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	2%	*3%*	*3%*	*3%*	*3%*	*1%*	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	d	*e	*a	*b	c	d	*e	a	*b	*c	a	b
Unweighted total	**195**	32	28	59	39	-	26	23	54	38	3	117	5	22	75	119
Weighted total	**193**	31	25	70	22	-	24	24	57	37	5	129	7	11	68	123
Very low	**1**	**	**	-	**	**	**	**	*	**	**	*	**	**	-	1
	1%	**	**	*-%*	**	**	**	**	*1%*	**	**	**%*	**	**	*-%*	*1%*
Quite low	**4**	**	**	4	**	**	**	**	2	**	**	4	**	**	2	2
	2%	**	**	*5%*	**	**	**	**	*3%*	**	**	*3%*	**	**	*3%*	*1%*
Neither low nor high	**12**	**	**	5	**	**	**	**	1	**	**	9	**	**	5	7
	6%	**	**	*7%*	**	**	**	**	*1%*	**	**	*7%*	**	**	*7%*	*6%*
Quite high	**76**	**	**	27	**	**	**	**	27	**	**	54	**	**	29	47
	40%	**	**	*39%*	**	**	**	**	*47%*	**	**	*42%*	**	**	*42%*	*39%*
Very high	**98**	**	**	32	**	**	**	**	25	**	**	60	**	**	33	63
	51%	**	**	*46%*	**	**	**	**	*45%*	**	**	*46%*	**	**	*48%*	*51%*
Don't Know (DO NOT READ OUT)	**2**	**	**	2	**	**	**	**	2	**	**	2	**	**	*	2
	1%	**	**	*3%*	**	**	**	**	*3%*	**	**	*2%*	**	**	**%*	*2%*
NET: High	**174**	**	**	60	**	**	**	**	52	**	**	113	**	**	62	111
	90%	**	**	*85%*	**	**	**	**	*92%*	**	**	*88%*	**	**	*90%*	*90%*
NET: Low	**5**	**	**	4	**	**	**	**	2	**	**	4	**	**	2	3
	2%	**	**	*5%*	**	**	**	**	*4%*	**	**	*3%*	**	**	*3%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	*c	*d
Unweighted total	**195**	122	36	31	113	113	45	30	114	41	131	28	-
Weighted total	**193**	116	32	29	117	104	44	31	115	37	113	20	-
Very low	**1**	-	**	**	*	-	**	**	*	**	1	**	**
	1%	*-%*	**	**	**%*	*-%*	**	**	**%*	**	**%*	**	**
Quite low	**4**	4	**	**	4	2	**	**	4	**	4	**	**
	2%	*3%*	**	**	*3%*	*2%*	**	**	*3%*	**	*3%*	**	**
Neither low nor high	**12**	9	**	**	9	9	**	**	7	**	11	**	**
	6%	*8%*	**	**	*8%*	*9%*	**	**	*6%*	**	*10%*	**	**
Quite high	**76**	53	**	**	46	47	**	**	44	**	41	**	**
	40%	*46%*	**	**	*39%*	*46%*	**	**	*38%*	**	*37%*	**	**
Very high	**98**	49	**	**	56	45	**	**	58	**	54	**	**
	51%	*43%*	**	**	*48%*	*44%*	**	**	*50%*	**	*48%*	**	**
Don't Know (DO NOT READ OUT)	**2**	*	**	**	2	*	**	**	2	**	2	**	**
	1%	**%*	**	**	*2%*	**%*	**	**	*2%*	**	*2%*	**	**
			a										
NET: High	**174**	103	**	**	101	93	**	**	102	**	96	**	**
	90%	*89%*	**	**	*87%*	*89%*	**	**	*88%*	**	*85%*	**	**
				b									
NET: Low	**5**	4	**	**	4	2	**	**	4	**	4	**	**
	2%	*3%*	**	**	*3%*	*2%*	**	**	*3%*	**	*4%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**195**	37	107	26	-	107	88	43	2	112	103	84	101	93	5
Weighted total	**193**	31	95	23	-	114	82	43	*	99	96	79	90	82	3
Very low	**1**	**	-	**	**	*	*	**	**	-	-	*	-	-	**
	1%	**	-%	**	**	*%	*1%*	**	**	-%	-%	*1%*	-%	-%	**
Quite low	**4**	**	4	**	**	4	-	**	**	4	4	4	4	4	**
	2%	**	*4%*	**	**	*3%*	-%	**	**	*4%*	*4%*	*5%*	*4%*	*4%*	**
Neither low nor high	**12**	**	5	**	**	9	9	**	**	9	5	5	7	7	**
	6%	**	*6%*	**	**	*8%*	*11%*	**	**	*9%*	*5%*	*6%*	*8%*	*9%*	**
Quite high	**76**	**	33	**	**	40	36	**	**	41	41	34	36	36	**
	40%	**	*35%*	**	**	*35%*	*44%*	**	**	*41%*	*42%*	*43%*	*40%*	*44%*	**
Very high	**98**	**	51	**	**	61	34	**	**	44	45	36	41	33	**
	51%	**	*54%*	**	**	*54%* c	*42%*	**	**	*44%*	*46%*	*46%*	*46%*	*40%*	**
Don't Know (DO NOT READ OUT)	**2**	**	2	**	**	-	2	**	**	2	2	*	2	2	**
	1%	**	*2%*	**	**	-%	*3%*	** a	**	*2%*	*2%*	*%*	*2%*	*3%*	**
NET: High	**174**	**	84	**	**	102	71	**	**	84	86	70	77	69	**
	90%	**	*89%*	**	**	*89%*	*86%*	**	**	*85%*	*89%*	*89%*	*86%*	*84%*	**
NET: Low	**5**	**	4	**	**	4	*	**	**	4	4	4	4	4	**
	2%	**	*4%*	**	**	*4%*	*1%*	**	**	*4%*	*4%*	*5%*	*4%*	*4%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**195**	80	48	47	14	15	99	93	7	1	10	2	181	161	183	171	190
Weighted total	**193**	86	50	48	21	18	95	80	6	*	7	2	177	148	179	164	188
Very low	**1**	*	**	**	**	**	-	*	**	**	**	**	*	*	*	*	1
	1%	*1%*	**	**	**	**	*-%*	*1%*	**	**	**	**	**%*	**%*	**%*	**%*	*1%*
Quite low	**4**	4	**	**	**	**	4	4	**	**	**	**	4	4	4	4	4
	2%	*4%*	**	**	**	**	*4%*	*4%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
Neither low nor high	**12**	6	**	**	**	**	7	8	**	**	**	**	12	10	12	10	12
	6%	*7%*	**	**	**	**	*8%*	*10%*	**	**	**	**	*7%*	*7%*	*7%*	*6%*	*6%*
Quite high	**76**	37	**	**	**	**	43	31	**	**	**	**	68	64	70	65	74
	40%	*43%* c	**	**	**	**	*45%*	*39%*	**	**	**	**	*38%*	*43%*	*39%*	*40%*	*39%*
Very high	**98**	37	**	**	**	**	39	35	**	**	**	**	91	70	91	85	95
	51%	*43%*	**	**	**	**	*41%*	*43%*	**	**	**	**	*51%*	*47%*	*51%*	*52%*	*51%*
Don't Know (DO NOT READ OUT)	**2**	2	**	**	**	**	2	2	**	**	**	**	2	*	2	*	2
	1%	*2%*	**	**	**	**	*2%*	*3%*	**	**	**	**	*1%*	**%*	*1%*	**%*	*1%*
NET: High	**174**	74	**	**	**	**	82	66	**	**	**	**	159	134	161	150	169
	90%	*86%*	**	**	**	**	*86%*	*83%*	**	**	**	**	*90%*	*90%*	*90%*	*92%*	*90%*
NET: Low	**5**	4	**	**	**	**	4	4	**	**	**	**	4	4	4	4	5
	2%	*5%*	**	**	**	**	*4%*	*5%*	**	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**195**	124	184	60	4	105	11	42	103	169	6	38	157	46	114	35
Weighted total	**193**	124	183	45	1	98	14	44	95	165	8	40	153	49	112	32
Very low	**1**	*	*	*	**	-	**	**	*	*	**	**	*	**	-	**
	1%	*%	*%	*1%*	**	-%	**	**	*1%*	*%	**	**	*%	**	-%	**
Quite low	**4**	4	4	2	**	2	**	**	4	2	**	**	2	**	4	**
	2%	*3%*	*2%*	*4%*	**	*2%*	**	**	*4%*	*1%*	**	**	*1%*	**	*3%*	**
Neither low nor high	**12**	9	12	4	**	3	**	**	6	5	**	**	7	**	7	**
	6%	*8%*	*7%*	*8%*	**	*3%*	**	**	*6%*	*3%*	**	**	*5%*	**	*6%*	**
Quite high	**76**	49	71	16	**	41	**	**	39	62	**	**	54	**	40	**
	40%	*40%*	*39%*	*35%*	**	*42%*	**	**	*41%*	*38%*	**	**	*36%*	**	*36%*	**
												b				**ab**
Very high	**98**	61	94	23	**	50	**	**	44	94	**	**	87	**	60	**
	51%	*49%*	*51%*	*51%*	**	*51%*	**	**	*47%*	*57%*	**	**	*57%*	**	*53%*	**
													a	c	c	
Don't Know (DO NOT READ OUT)	**2**	*	2	*	**	2	**	**	2	2	**	**	2	**	2	**
	1%	*%	*1%*	*1%*	**	*2%*	**	**	*2%*	*1%*	**	**	*1%*	**	*2%*	**
NET: High	**174**	110	165	38	**	91	**	**	83	156	**	**	141	**	99	**
	90%	*89%*	*90%*	*86%*	**	*93%*	**	**	*88%*	*94%*	**	**	*92%*	**	*89%*	**
													a			
NET: Low	**5**	4	4	2	**	2	**	**	4	2	**	**	2	**	4	**
	2%	*3%*	*2%*	*5%*	**	*2%*	**	**	*4%*	*1%*	**	**	*2%*	**	*3%*	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**195**	71	22	101	101	94
Weighted total	**193**	80	21	92	94	99
Very low	**1**	*	**	1	*	1
	1%	*1%*	**	*1%*	*1%*	*1%*
Quite low	**4**	-	**	4	-	4
	2%	*-%*	**	*4%*	*-%*	*4%*
Neither low nor high	**12**	5	**	3	9	3
	6%	*7%*	**	*3%*	*9%*	*3%*
Quite high	**76**	33	**	34	42	34
	40%	*41%*	**	*37%*	*45%*	*35%*
Very high	**98**	41	**	50	42	56
	51%	*51%*	**	*54%*	*45%*	*56%*
Don't Know (DO NOT READ OUT)	**2**	*	**	2	*	2
	1%	**%*	**	*2%*	**%*	*2%*
NET: High	**174**	74	**	83	84	90
	90%	*92%*	**	*91%*	*90%*	*91%*
NET: Low	**5**	*	**	4	*	4
	2%	*1%*	**	*4%*	*1%*	*4%*

Columns Tested: a,b,c - a,b

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	195	20	13	18	21	23	15	10	11	16	19	18	11
Weighted total	193	15	19	18	20	31	16	5	9	16	16	17	10
Very low	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	12	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	76	**	**	**	**	**	**	**	**	**	**	**	**
	40%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	98	**	**	**	**	**	**	**	**	**	**	**	**
	51%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	174	**	**	**	**	**	**	**	**	**	**	**	**
	90%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	5	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The quality of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

		Quarter			
	TOTAL	Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**195**	51	59	37	48
Weighted total	**193**	52	67	31	43
Very low	**1**	-	-	**	**
	1%	-%	-%	**	**
Quite low	**4**	-	4	**	**
	2%	-%	*5%*	**	**
Neither low nor high	**12**	2	6	**	**
	6%	*4%*	*8%*	**	**
Quite high	**76**	26	31	**	**
	40%	*50%*	*46%*	**	**
		c	c		c
Very high	**98**	24	27	**	**
	51%	*46%*	*40%*	**	**
				ab	
Don't Know (DO NOT READ OUT)	**2**	-	-	**	**
	1%	-%	-%	**	**
NET: High	**174**	50	58	**	**
	90%	*96%*	*86%*	**	**
NET: Low	**5**	-	4	**	**
	2%	-%	*5%*	**	**

Columns Tested: a,b,c,d

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	*a	b	*c	*d	*e
Unweighted total	**195**	116	49	18	12	-	79	25	40	15	6	29
Weighted total	**193**	183	6	2	2	-	10	42	59	18	4	11
Very low	**4**	4	**	**	**	**	*	**	**	**	**	**
	2%	*2%*	**	**	**	**	*1%*	**	**	**	**	**
Quite low	**5**	4	**	**	**	**	1	**	**	**	**	**
	3%	*2%*	**	**	**	**	*9%*	**	**	**	**	**
			a				a					
Neither low nor high	**28**	26	**	**	**	**	2	**	**	**	**	**
	15%	*14%*	**	**	**	**	*22%*	**	**	**	**	**
Quite high	**88**	85	**	**	**	**	2	**	**	**	**	**
	45%	*46%*	**	**	**	**	*26%*	**	**	**	**	**
		bf										
Very high	**65**	62	**	**	**	**	4	**	**	**	**	**
	34%	*34%*	**	**	**	**	*37%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	**	**	**	**	*	**	**	**	**	**
	1%	*1%*	**	**	**	**	*5%*	**	**	**	**	**
NET: High	**153**	147	**	**	**	**	6	**	**	**	**	**
	79%	*80%*	**	**	**	**	*63%*	**	**	**	**	**
		bf										
NET: Low	**9**	8	**	**	**	**	1	**	**	**	**	**
	5%	*5%*	**	**	**	**	*10%*	**	**	**	**	**
			a									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	195	19	11	26	4	15	24	14	13	15	141	20	16	18
Weighted total	193	22	15	22	8	24	33	15	16	19	174	7	4	6
Very low	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Neither low nor high	28	**	**	**	**	**	**	**	**	**	27	**	**	**
	15%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
Quite high	88	**	**	**	**	**	**	**	**	**	80	**	**	**
	45%	**	**	**	**	**	**	**	**	**	*46%*	**	**	**
Very high	65	**	**	**	**	**	**	**	**	**	57	**	**	**
	34%	**	**	**	**	**	**	**	**	**	*33%*	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
NET: High	153	**	**	**	**	**	**	**	**	**	137	**	**	**
	79%	**	**	**	**	**	**	**	**	**	*79%*	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	195	22	9	23	4	14	23	15	13	15	138	22	16	19
Weighted total	193	27	12	20	6	22	29	17	17	19	170	12	4	6
Very low	4	**	**	**	**	**	**	**	**	**	4	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	4	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Neither low nor high	28	**	**	**	**	**	**	**	**	**	27	**	**	**
	15%	**	**	**	**	**	**	**	**	**	*16%*	**	**	**
Quite high	88	**	**	**	**	**	**	**	**	**	76	**	**	**
	45%	**	**	**	**	**	**	**	**	**	*44%*	**	**	**
Very high	65	**	**	**	**	**	**	**	**	**	57	**	**	**
	34%	**	**	**	**	**	**	**	**	**	*34%*	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
NET: High	153	**	**	**	**	**	**	**	**	**	133	**	**	**
	79%	**	**	**	**	**	**	**	**	**	*78%*	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	8	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

		Industry								Urbanity		Location		Internet connection	
	TOTAL	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	195	1	41	4	16	71	3	8	49	151	44	172	23	192	3
Weighted total	193	1	44	1	11	92	1	4	37	160	32	176	17	188	4
Very low	4	**	**	**	**	-	**	**	**	4	**	4	**	2	**
	2%	**	**	**	**	*-%*	**	**	**	*3%*	**	*2%*	**	*1%*	**
Quite low	5	**	**	**	**	2	**	**	**	5	**	4	**	3	**
	3%	**	**	**	**	*2%*	**	**	**	*3%*	**	*2%*	**	*2%*	**
Neither low nor high	28	**	**	**	**	15	**	**	**	22	**	28	**	28	**
	15%	**	**	**	**	*17%*	**	**	**	*13%*	**	*16%*	**	*15%*	**
Quite high	88	**	**	**	**	44	**	**	**	75	**	75	**	88	**
	45%	**	**	**	**	*48%*	**	**	**	*47%*	**	*43%*	**	*46%*	**
Very high	65	**	**	**	**	28	**	**	**	53	**	62	**	65	**
	34%	**	**	**	**	*31%*	**	**	**	*33%*	**	*35%*	**	*34%*	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	2	**	**	**	2	**	2	**	2	**
	1%	**	**	**	**	*2%*	**	**	**	*1%*	**	*1%*	**	*1%*	**
NET: High	153	**	**	**	**	72	**	**	**	127	**	137	**	153	**
	79%	**	**	**	**	*79%*	**	**	**	*79%*	**	*78%*	**	*81%*	**
NET: Low	9	**	**	**	**	2	**	**	**	9	**	9	**	5	**
	5%	**	**	**	**	*2%*	**	**	**	*6%*	**	*5%*	**	*3%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	195	78	37	75	91	75	24	5	-	-	-	-	166	29	16	75	104
Weighted total	193	67	29	90	97	74	21	1	-	-	-	-	171	21	18	79	96
Very low	4	3	**	2	4	*	**	**	**	**	**	**	4	**	**	2	*
	2%	4%	**	2%	4%	1%	**	**	**	**	**	**	3%	**	**	2%	1%
Quite low	5	1	**	3	3	*	**	**	**	**	**	**	3	**	**	*	2
	3%	1%	**	3%	3%	*%	**	**	**	**	**	**	2%	**	**	*%	2%
Neither low nor high	28	12	**	11	15	9	**	**	**	**	**	**	24	**	**	13	13
	15%	18%	**	12%	15%	12%	**	**	**	**	**	**	14%	**	**	16%	14%
Quite high	88	27	**	42	39	41	**	**	**	**	**	**	80	**	**	37	49
	45%	40%	**	47%	40%	55%	**	**	**	**	**	**	46%	**	**	46%	51%
Very high	65	24	**	30	35	24	**	**	**	**	**	**	59	**	**	26	31
	34%	36%	**	34%	36%	33%	**	**	**	**	**	**	34%	**	**	32%	32%
Don't Know (DO NOT READ OUT)	2	*	**	2	2	-	**	**	**	**	**	**	2	**	**	2	*
	1%	*%	**	2%	2%	-%	**	**	**	**	**	**	1%	**	**	2%	*%
NET: High	153	52	**	73	74	65	**	**	**	**	**	**	139	**	**	62	79
	79%	77%	**	81%	76%	87%	**	**	**	**	**	**	81%	**	**	79%	83%
NET: Low	9	3	**	4	6	1	**	**	**	**	**	**	7	**	**	2	3
	5%	5%	**	5%	7%	1%	**	**	**	**	**	**	4%	**	**	3%	3%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**195**	143	123	158	144	76	140	134	10	4	6	1	3	-	131	3	7	2	-	1	-	1
Weighted total	**193**	129	109	148	146	55	127	139	3	3	1	*	1	-	136	4	5	*	-	*	-	*
Very low	**4**	4	*	4	2	*	2	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	*3%*	**%*	*3%*	*2%*	*1%*	*2%*	*3%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Quite low	**5**	1	3	3	3	1	3	2	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	3%	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Neither low nor high	**28**	18	17	22	21	7	20	21	**	**	**	**	**	**	19	**	**	**	**	**	**	**
	15%	*14%*	*16%*	*15%*	*14%*	*13%*	*16%*	*15%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
Quite high	**88**	58	41	65	67	30	61	60	**	**	**	**	**	**	59	**	**	**	**	**	**	**
	45%	*45%*	*37%*	*44%*	*46%*	*55%* b	*48%*	*43%*	**	**	**	**	**	**	*44%*	**	**	**	**	**	**	**
Very high	**65**	46	46	52	51	14	41	51	**	**	**	**	**	**	50	**	**	**	**	**	**	**
	34%	*36%*	*42%* e	*35%*	*35%*	*26%*	*33%*	*36%*	**	**	**	**	**	**	*37%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	2	2	2	2	*	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*2%*	*2%*	*1%*	*2%*	*4%* f	**%*	*1%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
NET: High	**153**	104	86	117	117	44	102	111	**	**	**	**	**	**	110	**	**	**	**	**	**	**
	79%	*81%*	*80%*	*79%*	*80%*	*81%*	*80%*	*80%*	**	**	**	**	**	**	*81%*	**	**	**	**	**	**	**
NET: Low	**9**	5	3	6	5	1	5	6	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	5%	*4%*	*2%*	*4%*	*4%*	*2%*	*4%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	d	*e	*a	*b	c	d	*e	a	*b	*c	a	b
Unweighted total	195	32	28	59	39	-	26	23	54	38	3	117	5	22	75	119
Weighted total	193	31	25	70	22	-	24	24	57	37	5	129	7	11	68	123
Very low	4	**	**	2	**	**	**	**	2	**	**	2	**	**	*	4
	2%	**	**	3%	**	**	**	**	4%	**	**	2%	**	**	*%	3%
Quite low	5	**	**	3	**	**	**	**	2	**	**	3	**	**	2	1
	3%	**	**	4%	**	**	**	**	4%	**	**	2%	**	**	3%	1%
Neither low nor high	28	**	**	12	**	**	**	**	6	**	**	21	**	**	13	15
	15%	**	**	18%	**	**	**	**	10%	**	**	16%	**	**	20%	12%
Quite high	88	**	**	27	**	**	**	**	25	**	**	57	**	**	29	59
	45%	**	**	39%	**	**	**	**	44%	**	**	44%	**	**	42%	48%
Very high	65	**	**	24	**	**	**	**	20	**	**	44	**	**	24	42
	34%	**	**	35%	**	**	**	**	35%	**	**	34%	**	**	35%	34%
Don't Know (DO NOT READ OUT)	2	**	**	2	**	**	**	**	2	**	**	2	**	**	*	2
	1%	**	**	3%	**	**	**	**	3%	**	**	2%	**	**	*%	2%
NET: High	153	**	**	51	**	**	**	**	45	**	**	101	**	**	52	101
	79%	**	**	73%	**	**	**	**	78%	**	**	78%	**	**	77%	82%
					c											
NET: Low	9	**	**	4	**	**	**	**	5	**	**	5	**	**	2	5
	5%	**	**	6%	**	**	**	**	8%	**	**	4%	**	**	3%	4%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	*c	*d
Unweighted total	**195**	122	36	31	113	113	45	30	114	41	131	28	-
Weighted total	**193**	116	32	29	117	104	44	31	115	37	113	20	-
Very low	**4**	2	**	**	2	2	**	**	2	**	*	**	**
	2%	*2%*	**	**	*2%*	*2%*	**	**	*2%*	**	*%*	**	**
										b			
Quite low	**5**	2	**	**	1	2	**	**	1	**	1	**	**
	3%	*2%*	**	**	*1%*	*2%*	**	**	*1%*	**	*1%*	**	**
Neither low nor high	**28**	19	**	**	16	17	**	**	16	**	14	**	**
	15%	*16%*	**	**	*14%*	*16%*	**	**	*14%*	**	*12%*	**	**
Quite high	**88**	51	**	**	57	45	**	**	55	**	51	**	**
	45%	*44%*	**	**	*48%*	*43%*	**	**	*48%*	**	*45%*	**	**
Very high	**65**	42	**	**	38	37	**	**	38	**	45	**	**
	34%	*36%*	**	**	*33%*	*36%*	**	**	*33%*	**	*40%*	**	**
Don't Know (DO NOT READ OUT)	**2**	*	**	**	2	*	**	**	2	**	2	**	**
	1%	**%*	**	**	*2%*	**%*	**	**	*2%*	**	*2%*	**	**
			a										
NET: High	**153**	92	**	**	95	82	**	**	93	**	96	**	**
	79%	*80%*	**	**	*81%*	*79%*	**	**	*81%*	**	*85%*	**	**
NET: Low	**9**	4	**	**	3	4	**	**	4	**	1	**	**
	5%	*4%*	**	**	*3%*	*4%*	**	**	*3%*	**	*1%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	***c**	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**195**	37	107	26	-	107	88	43	2	112	103	84	101	93	5
Weighted total	**193**	31	95	23	-	114	82	43	*	99	96	79	90	82	3
Very low	**4**	**	-	**	**	2	*	**	**	2	*	2	2	*	**
	2%	**	-%	**	**	*2%*	*1%*	**	**	*2%*	**%*	*3%*	*2%*	**%*	**
Quite low	**5**	**	3	**	**	3	3	**	**	1	2	2	2	2	**
	3%	**	*3%*	**	**	*2%*	*3%*	**	**	*1%*	*3%*	*3%*	*3%*	*3%*	**
Neither low nor high	**28**	**	13	**	**	16	9	**	**	15	17	11	12	15	**
	15%	**	*14%*	**	**	*14%*	*11%*	**	**	*15%*	*17%*	*14%*	*13%*	*18%*	**
Quite high	**88**	**	35	**	**	51	34	**	**	44	38	32	35	35	**
	45%	**	*37%*	**	**	*45%*	*42%*	**	**	*44%*	*39%*	*40%*	*39%*	*42%*	**
Very high	**65**	**	42	**	**	42	33	**	**	36	37	31	37	28	**
	34%	**	*44%*	**	**	*36%*	*41%*	**	**	*36%*	*39%*	*39%*	*41%*	*34%*	**
Don't Know (DO NOT READ OUT)	**2**	**	2	**	**	*	2	**	**	2	2	*	2	2	**
	1%	**	*2%*	**	**	**%*	*3%*	**	**	*2%*	*2%*	**%*	*2%*	*3%*	**
								a							
NET: High	**153**	**	77	**	**	93	68	**	**	79	75	63	72	62	**
	79%	**	*81%*	**	**	*81%*	*82%*	**	**	*80%*	*78%*	*79%*	*80%*	*76%*	**
NET: Low	**9**	**	3	**	**	5	3	**	**	3	3	5	4	3	**
	5%	**	*3%*	**	**	*4%*	*4%*	**	**	*3%*	*3%*	*6%*	*5%*	*3%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	***d**	***e**	a	b	***a**	***b**	***c**	***d**	a	b	c	d	e
Unweighted total	**195**	80	48	47	14	15	99	93	7	1	10	2	181	161	183	171	190
Weighted total	**193**	86	50	48	21	18	95	80	6	*	7	2	177	148	179	164	188
Very low	**4**	*	**	**	**	**	*	1	**	**	**	**	4	4	4	2	4
	2%	*1%*	**	**	**	**	**%*	*1%*	**	**	**	**	*2%*	*3%*	*2%*	*1%*	*2%*
Quite low	**5**	3	**	**	**	**	3	3	**	**	**	**	5	3	5	3	5
	3%	*3%*	**	**	**	**	*3%*	*4%*	**	**	**	**	*3%*	*2%*	*3%*	*2%*	*3%*
Neither low nor high	**28**	9	**	**	**	**	12	12	**	**	**	**	26	24	26	28	28
	15%	*10%*	**	**	**	**	*12%*	*16%*	**	**	**	**	*15%*	*16%*	*14%*	*17%*	*15%*
Quite high	**88**	36	**	**	**	**	39	28	**	**	**	**	81	68	83	73	86
	45%	*41%*	**	**	**	**	*41%*	*35%*	**	**	**	**	*46%*	*46%*	*46%*	*45%*	*45%*
Very high	**65**	36	**	**	**	**	39	34	**	**	**	**	59	48	59	57	63
	34%	*42%*	**	**	**	**	*41%*	*42%*	**	**	**	**	*33%*	*32%*	*33%*	*35%*	*34%*
Don't Know (DO NOT READ OUT)	**2**	2	**	**	**	**	2	2	**	**	**	**	2	*	2	*	2
	1%	*2%*	**	**	**	**	*2%*	*3%*	**	**	**	**	*1%*	**%*	*1%*	**%*	*1%*
NET: High	**153**	72	**	**	**	**	78	62	**	**	**	**	139	116	141	131	149
	79%	*84%*	**	**	**	**	*82%*	*78%*	**	**	**	**	*79%*	*78%*	*79%*	*80%*	*79%*
NET: Low	**9**	3	**	**	**	**	3	3	**	**	**	**	9	7	9	5	9
	5%	*4%*	**	**	**	**	*3%*	*4%*	**	**	**	**	*5%*	*5%*	*5%*	*3%*	*5%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**195**	124	184	60	4	105	11	42	103	169	6	38	157	46	114	35
Weighted total	**193**	124	183	45	1	98	14	44	95	165	8	40	153	49	112	32
Very low	**4**	2	4	2	**	2	**	**	2	2	**	**	4	**	4	**
	2%	*2%*	*2%*	*5%*	**	*2%*	**	**	*2%*	*1%*	**	**	*3%*	**	*3%*	**
Quite low	**5**	1	5	1	**	3	**	**	1	2	**	**	4	**	2	**
	3%	*1%*	*3%*	*2%*	**	*3%*	**	**	*1%*	*2%*	**	**	*3%*	**	*2%*	**
Neither low nor high	**28**	23	26	6	**	10	**	**	12	16	**	**	15	**	12	**
	15%	*19%*	*14%*	*12%*	**	*10%*	**	**	*13%*	*10%*	**	**	*10%*	**	*10%*	**
								b				b				**ab**
Quite high	**88**	63	84	18	**	39	**	**	39	78	**	**	68	**	54	**
	45%	*51%*	*46%*	*41%*	**	*40%*	**	**	*41%*	*47%*	**	**	*45%*	**	*49%*	**
															c	
Very high	**65**	34	62	17	**	43	**	**	38	64	**	**	59	**	38	**
	34%	*28%*	*34%*	*38%*	**	*43%*	**	**	*40%*	*38%*	**	**	*39%*	**	*34%*	**
									a				a			
Don't Know (DO NOT READ OUT)	**2**	*	2	*	**	2	**	**	2	2	**	**	2	**	2	**
	1%	**%	*1%*	*1%*	**	*2%*	**	**	*2%*	*1%*	**	**	*2%*	**	*2%*	**
NET: High	**153**	97	146	35	**	81	**	**	77	142	**	**	127	**	92	**
	79%	*78%*	*80%*	*79%*	**	*83%*	**	**	*81%*	*86%*	**	**	*83%*	**	*82%*	**
													a	c	c	
NET: Low	**9**	3	9	3	**	5	**	**	4	5	**	**	8	**	6	**
	5%	*2%*	*5%*	*8%*	**	*5%*	**	**	*4%*	*3%*	**	**	*5%*	**	*5%*	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**195**	71	22	101	101	94
Weighted total	**193**	80	21	92	94	99
Very low	**4**	*	**	4	4	-
	2%	*1%*	**	*4%*	*5%*	*-%*
					b	
Quite low	**5**	1	**	2	3	2
	3%	*1%*	**	*2%*	*3%*	*2%*
Neither low nor high	**28**	12	**	12	17	11
	15%	*15%*	**	*13%*	*18%*	*11%*
Quite high	**88**	41	**	38	41	46
	45%	*51%*	**	*41%*	*44%*	*47%*
Very high	**65**	25	**	34	29	37
	34%	*31%*	**	*37%*	*30%*	*37%*
Don't Know (DO NOT READ OUT)	**2**	*	**	2	*	2
	1%	*1%*	**	*2%*	**%*	*2%*
NET: High	**153**	66	**	72	70	83
	79%	*83%*	**	*78%*	*74%*	*84%*
NET: Low	**9**	1	**	6	7	2
	5%	*2%*	**	*6%*	*7%*	*2%*

Columns Tested: a,b,c - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	195	20	13	18	21	23	15	10	11	16	19	18	11
Weighted total	193	15	19	18	20	31	16	5	9	16	16	17	10
Very low	4	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Quite low	5	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Neither low nor high	28	**	**	**	**	**	**	**	**	**	**	**	**
	15%	**	**	**	**	**	**	**	**	**	**	**	**
Quite high	88	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
Very high	65	**	**	**	**	**	**	**	**	**	**	**	**
	34%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
NET: High	153	**	**	**	**	**	**	**	**	**	**	**	**
	79%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Low	9	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

The price of the postal services provided by Other (1st) in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**195**	51	59	37	48
Weighted total	**193**	52	67	31	43
Very low	**4**	4	*	**	**
	2%	*7%*	**%*	**	**
		b			
Quite low	**5**	2	2	**	**
	3%	*4%*	*3%*	**	**
Neither low nor high	**28**	11	12	**	**
	15%	*21%*	*18%*	**	**
Quite high	**88**	17	36	**	**
	45%	*32%*	*54%*	**	**
			ac		**ac**
Very high	**65**	19	17	**	**
	34%	*36%*	*26%*	**	**
				bd	
Don't Know (DO NOT READ OUT)	**2**	*	-	**	**
	1%	**%*	*-%*	**	**
NET: High	**153**	36	53	**	**
	79%	*68%*	*79%*	**	**
					a
NET: Low	**9**	6	2	**	**
	5%	*11%*	*3%*	**	**

Columns Tested: a,b,c,d

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**70**	43	18	7	2	-	27	5	12	4	4	14
Weighted total	**70**	66	2	1	*	-	3	7	16	6	3	11
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**1**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**3**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**33**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**33**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**66**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**1**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	70	4	1	12	1	3	7	6	2	12	48	11	5	6
Weighted total	70	3	2	17	*	6	12	6	*	16	62	4	2	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	66	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	70	3	1	12	3	2	9	4	1	13	48	11	5	6
Weighted total	70	2	2	17	3	4	14	4	*	16	62	4	2	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	66	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	**70**	1	17	4	3	25	-	-	18	55	15	69	1	69	1
Weighted total	**70**	*	14	3	4	31	-	-	17	58	12	69	1	69	1
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**	*-%*	**
Fairly dissatisfied	**1**	**	**	**	**	**	**	**	**	1	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	*1%*	**	*1%*	**	*1%*	**
Neither satisfied nor dissatisfied	**3**	**	**	**	**	**	**	**	**	1	**	3	**	3	**
	5%	**	**	**	**	**	**	**	**	*1%*	**	*5%*	**	*5%*	**
Fairly satisfied	**33**	**	**	**	**	**	**	**	**	30	**	32	**	32	**
	47%	**	**	**	**	**	**	**	**	*52%*	**	*46%*	**	*46%*	**
Very satisfied	**33**	**	**	**	**	**	**	**	**	26	**	33	**	33	**
	48%	**	**	**	**	**	**	**	**	*46%*	**	*48%*	**	*48%*	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**	*-%*	**
NET: Satisfied	**66**	**	**	**	**	**	**	**	**	56	**	65	**	65	**
	94%	**	**	**	**	**	**	**	**	*98%*	**	*94%*	**	*94%*	**
NET: Dissatisfied	**1**	**	**	**	**	**	**	**	**	1	**	1	**	1	**
	1%	**	**	**	**	**	**	**	**	*1%*	**	*1%*	**	*1%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	**70**	34	15	21	35	25	5	4	1	-	-	-	60	10	6	29	35
Weighted total	**70**	36	15	19	43	20	6	1	*	-	-	-	63	6	5	38	26
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	*-%*	**	**	**	**
Fairly dissatisfied	**1**	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	*1%*	**	**	**	**
Neither satisfied nor dissatisfied	**3**	**	**	**	**	**	**	**	**	**	**	**	3	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	*5%*	**	**	**	**
Fairly satisfied	**33**	**	**	**	**	**	**	**	**	**	**	**	30	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	*48%*	**	**	**	**
Very satisfied	**33**	**	**	**	**	**	**	**	**	**	**	**	29	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	*46%*	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	*-%*	**	**	**	**
NET: Satisfied	**66**	**	**	**	**	**	**	**	**	**	**	**	60	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	*94%*	**	**	**	**
NET: Dissatisfied	**1**	**	**	**	**	**	**	**	**	**	**	**	1	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	*1%*	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**70**	48	43	54	58	24	52	46	4	2	2	-	-	-	51	3	3	-	1	-	-	1
Weighted total	**70**	42	39	50	57	20	45	44	4	2	*	-	-	-	51	4	2	-	*	-	-	*
Very dissatisfied	**-**	**	**	-	-	**	-	**	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	**	**	*-%*	*-%*	**	*-%*	**	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Fairly dissatisfied	**1**	**	**	1	1	**	1	**	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	**	**	*1%*	*1%*	**	*1%*	**	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**3**	**	**	3	1	**	3	**	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	5%	**	**	*6%*	*2%*	**	*7%*	**	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Fairly satisfied	**33**	**	**	26	26	**	21	**	**	**	**	**	**	**	22	**	**	**	**	**	**	**
	47%	**	**	*52%*	*45%*	**	*47%*	**	**	**	**	**	**	**	*43%*	**	**	**	**	**	**	**
Very satisfied	**33**	**	**	21	29	**	20	**	**	**	**	**	**	**	27	**	**	**	**	**	**	**
	48%	**	**	*42%*	*51%*	**	*44%*	**	**	**	**	**	**	**	*53%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	-	-	**	-	**	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	**	**	*-%*	*-%*	**	*-%*	**	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
NET: Satisfied	**66**	**	**	47	55	**	41	**	**	**	**	**	**	**	49	**	**	**	**	**	**	**
	94%	**	**	*93%*	*96%*	**	*91%*	**	**	**	**	**	**	**	*96%*	**	**	**	**	**	**	**
NET: Dissatisfied	**1**	**	**	1	1	**	1	**	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	**	**	*1%*	*1%*	**	*1%*	**	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	70	8	14	18	13	1	15	11	15	13	4	42	3	13	37	33
Weighted total	70	10	11	22	5	2	24	9	13	7	4	39	2	16	40	30
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	66	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	70	50	4	14	44	46	8	11	47	22	41	21	-
Weighted total	70	46	4	17	40	43	7	13	44	14	34	14	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	66	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	70	21	33	16	-	46	33	31	1	45	41	36	43	31	4
Weighted total	70	20	27	9	-	41	30	30	*	38	38	35	36	28	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	3	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	33	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	66	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	1	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**70**	24	14	31	12	6	38	36	7	1	5	-	66	62	66	64	68
Weighted total	**70**	25	11	32	11	8	30	33	3	2	4	-	67	62	67	63	66
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Fairly dissatisfied	**1**	**	**	**	**	**	**	**	**	**	**	**	1	1	1	1	1
	1%	**	**	**	**	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Neither satisfied nor dissatisfied	**3**	**	**	**	**	**	**	**	**	**	**	**	3	3	3	3	1
	5%	**	**	**	**	**	**	**	**	**	**	**	*5%*	*5%*	*5%*	*5%*	*2%*
Fairly satisfied	**33**	**	**	**	**	**	**	**	**	**	**	**	30	27	30	31	33
	47%	**	**	**	**	**	**	**	**	**	**	**	*45%*	*44%*	*45%*	*48%*	*50%*
Very satisfied	**33**	**	**	**	**	**	**	**	**	**	**	**	33	31	33	29	31
	48%	**	**	**	**	**	**	**	**	**	**	**	*49%*	*50%*	*49%*	*45%*	*47%*
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	-	-	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
NET: Satisfied	**66**	**	**	**	**	**	**	**	**	**	**	**	63	58	63	59	64
	94%	**	**	**	**	**	**	**	**	**	**	**	*94%*	*94%*	*94%*	*94%*	*97%*
NET: Dissatisfied	**1**	**	**	**	**	**	**	**	**	**	**	**	1	1	1	1	1
	1%	**	**	**	**	**	**	**	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**70**	54	64	41	1	46	2	15	48	58	2	15	55	23	35	12
Weighted total	**70**	53	63	38	*	44	4	16	45	64	2	10	60	21	39	10
Very dissatisfied	**-**	-	-	**	**	**	**	**	**	-	**	**	-	**	**	**
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	**	**	**
Fairly dissatisfied	**1**	1	1	**	**	**	**	**	**	-	**	**	-	**	**	**
	1%	*1%*	*1%*	**	**	**	**	**	**	-%	**	**	-%	**	**	**
Neither satisfied nor dissatisfied	**3**	3	3	**	**	**	**	**	**	1	**	**	3	**	**	**
	5%	*6%*	*5%*	**	**	**	**	**	**	*1%*	**	**	*6%*	**	**	**
Fairly satisfied	**33**	30	30	**	**	**	**	**	**	30	**	**	25	**	**	**
	47%	*56%*	*47%*	**	**	**	**	**	**	*47%*	**	**	*42%*	**	**	**
Very satisfied	**33**	19	30	**	**	**	**	**	**	33	**	**	31	**	**	**
	48%	*36%*	*47%*	**	**	**	**	**	**	*52%*	**	**	*52%*	**	**	**
Don't Know (DO NOT READ OUT)	**-**	-	-	**	**	**	**	**	**	-	**	**	-	**	**	**
	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	**	**	**
NET: Satisfied	**66**	49	59	**	**	**	**	**	**	63	**	**	57	**	**	**
	94%	*92%*	*94%*	**	**	**	**	**	**	*99%*	**	**	*94%*	**	**	**
NET: Dissatisfied	**1**	1	1	**	**	**	**	**	**	-	**	**	-	**	**	**
	1%	*1%*	*1%*	**	**	**	**	**	**	-%	**	**	-%	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**70**	30	4	36	38	32
Weighted total	**70**	29	2	39	32	37
Very dissatisfied	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Fairly dissatisfied	**1**	**	**	**	**	**
	1%	**	**	**	**	**
Neither satisfied nor dissatisfied	**3**	**	**	**	**	**
	5%	**	**	**	**	**
Fairly satisfied	**33**	**	**	**	**	**
	47%	**	**	**	**	**
Very satisfied	**33**	**	**	**	**	**
	48%	**	**	**	**	**
		c				
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**
	-%	**	**	**	**	**
NET: Satisfied	**66**	**	**	**	**	**
	94%	**	**	**	**	**
NET: Dissatisfied	**1**	**	**	**	**	**
	1%	**	**	**	**	**

Columns Tested: a,b,c - a,b

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		***a**	***b**	***c**	***d**	***e**	***f**	***g**	***h**	***i**	***j**	***k**	***l**
Unweighted total	**70**	7	4	5	7	10	7	7	7	6	5	2	3
Weighted total	**70**	5	4	8	5	9	8	8	5	8	3	2	5
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**3**	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**33**	**	**	**	**	**	**	**	**	**	**	**	**
	47%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**33**	**	**	**	**	**	**	**	**	**	**	**	**
	48%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**66**	**	**	**	**	**	**	**	**	**	**	**	**
	94%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use DHL (QV4=2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**70**	16	24	20	10
Weighted total	**70**	17	22	21	10
Very dissatisfied	**-**	**	**	**	**
	-%	**	**	**	**
Fairly dissatisfied	**1**	**	**	**	**
	1%	**	**	**	**
Neither satisfied nor dissatisfied	**3**	**	**	**	**
	5%	**	**	**	**
Fairly satisfied	**33**	**	**	**	**
	47%	**	**	**	**
Very satisfied	**33**	**	**	**	**
	48%	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**
	-%	**	**	**	**
NET: Satisfied	**66**	**	**	**	**
	94%	**	**	**	**
NET: Dissatisfied	**1**	**	**	**	**
	1%	**	**	**	**

Columns Tested: a,b,c,d

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**60**	36	15	8	1	-	24	9	10	4	1	7
Weighted total	**57**	54	2	1	*	-	3	8	16	4	2	1
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	*****	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**32**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**20**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**52**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*****	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	6	1	7	3	4	6	5	2	7	41	10	6	3
Weighted total	57	8	*	12	6	5	4	4	2	8	49	4	2	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	32	**	**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	20	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	52	**	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	60	5	3	8	4	4	5	3	1	8	41	10	6	3
Weighted total	57	8	3	13	6	4	5	2	*	8	49	4	2	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	32	**	**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	20	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	52	**	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	60	-	12	3	3	24	-	-	17	54	6	52	8	58	2
Weighted total	57	-	7	*	3	33	-	-	13	55	2	48	9	56	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	-	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	-%	**	-%	**	-%	**
Fairly dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	4	**	4	**	4	**
	8%	**	**	**	**	**	**	**	**	8%	**	9%	**	7%	**
Fairly satisfied	32	**	**	**	**	**	**	**	**	30	**	25	**	31	**
	56%	**	**	**	**	**	**	**	**	54%	**	53%	**	56%	**
Very satisfied	20	**	**	**	**	**	**	**	**	20	**	18	**	20	**
	36%	**	**	**	**	**	**	**	**	37%	**	38%	**	37%	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**
NET: Satisfied	52	**	**	**	**	**	**	**	**	50	**	44	**	52	**
	92%	**	**	**	**	**	**	**	**	92%	**	91%	**	93%	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	**	**	**	**	*%	**	*%	**	*%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	c
Unweighted total	60	27	8	25	26	23	7	3	1	-	-	-	49	11	8	18	34
Weighted total	57	21	11	25	26	21	6	4	*	-	-	-	47	10	6	20	31
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	32	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	52	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**60**	35	37	41	43	21	47	33	3	1	3	1	-	-	37	1	1	3	1	-	-	1
Weighted total	**57**	30	30	37	43	17	43	32	2	*	2	*	-	-	39	*	2	2	*	-	-	*
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	*****	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**32**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**20**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**52**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*****	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	****%***	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	b
Unweighted total	60	7	6	16	12	-	11	5	14	11	2	31	2	10	30	30
Weighted total	57	9	5	19	3	-	15	3	16	9	*	35	*	8	37	20
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	32	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	52	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	60	40	1	11	32	36	5	9	34	15	32	12	1
Weighted total	57	37	*	14	29	34	3	12	31	15	26	10	*
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	32	**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	20	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	52	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	b	*c	*d	a	*b	*c	*d	a	b	*c	a	*b	*c
Unweighted total	60	14	31	12	-	34	29	23	-	34	35	27	36	28	5
Weighted total	57	12	21	7	-	37	27	23	-	30	30	29	32	26	3
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	32	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	52	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	*c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**60**	23	15	22	13	7	38	33	4	-	6	2	55	48	55	48	59
Weighted total	**57**	26	18	26	13	9	36	32	4	-	5	2	56	47	56	46	55
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	-	**	-
	-%	**	**	**	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**	*-%*
Fairly dissatisfied	*****	**	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	****%***	**	**	**	**	**	**	**	**	**	**	**	**%*	**	**%*	**	**%*
Neither satisfied nor dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**	4	**	4	**	4
	8%	**	**	**	**	**	**	**	**	**	**	**	*8%*	**	*8%*	**	*8%*
Fairly satisfied	**32**	**	**	**	**	**	**	**	**	**	**	**	31	**	31	**	32
	56%	**	**	**	**	**	**	**	**	**	**	**	*55%*	**	*55%*	**	*58%*
Very satisfied	**20**	**	**	**	**	**	**	**	**	**	**	**	20	**	20	**	18
	36%	**	**	**	**	**	**	**	**	**	**	**	*37%*	**	*37%*	**	*34%*
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**	**	**	**	**	**	**	-	**	-	**	*
	****%***	**	**	**	**	**	**	**	**	**	**	**	*-%*	**	*-%*	**	**%*
NET: Satisfied	**52**	**	**	**	**	**	**	**	**	**	**	**	51	**	51	**	50
	92%	**	**	**	**	**	**	**	**	**	**	**	*92%*	**	*92%*	**	*91%*
NET: Dissatisfied	*****	**	**	**	**	**	**	**	**	**	**	**	*	**	*	**	*
	****%***	**	**	**	**	**	**	**	**	**	**	**	**%*	**	**%*	**	**%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**60**	41	56	29	-	42	2	18	35	52	-	13	47	20	32	8
Weighted total	**57**	42	56	30	-	39	2	22	31	54	-	9	47	20	35	2
Very dissatisfied	**-**	**	-	**	**	**	**	**	**	-	**	**	**	**	**	**
	-%	**	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**
Fairly dissatisfied	*****	**	*	**	**	**	**	**	**	*	**	**	**	**	**	**
	****%***	**	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**4**	**	4	**	**	**	**	**	**	4	**	**	**	**	**	**
	8%	**	*8%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**
Fairly satisfied	**32**	**	31	**	**	**	**	**	**	29	**	**	**	**	**	**
	56%	**	*55%*	**	**	**	**	**	**	*55%*	**	**	**	**	**	**
Very satisfied	**20**	**	20	**	**	**	**	**	**	20	**	**	**	**	**	**
	36%	**	*36%*	**	**	**	**	**	**	*38%*	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	*	**	**	**	**	**	**	-	**	**	**	**	**	**
	****%***	**	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**
NET: Satisfied	**52**	**	51	**	**	**	**	**	**	50	**	**	**	**	**	**
	92%	**	*92%*	**	**	**	**	**	**	*93%*	**	**	**	**	**	**
NET: Dissatisfied	*****	**	*	**	**	**	**	**	**	*	**	**	**	**	**	**
	****%***	**	*%	**	**	**	**	**	**	*%	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*c	a	b
Unweighted total	**60**	32	4	24	30	30
Weighted total	**57**	29	6	22	28	29
Very dissatisfied	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Fairly dissatisfied	*****	**	**	**	**	**
	***%**	**	**	**	**	**
Neither satisfied nor dissatisfied	**4**	**	**	**	**	**
	8%	**	**	**	**	**
Fairly satisfied	**32**	**	**	**	**	**
	56%	**	**	**	**	**
Very satisfied	**20**	**	**	**	**	**
	36%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**	**
	***%**	**	**	**	**	**
NET: Satisfied	**52**	**	**	**	**	**
	92%	**	**	**	**	**
NET: Dissatisfied	*****	**	**	**	**	**
	***%**	**	**	**	**	**

Columns Tested: a,b,c - a,b

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	60	7	2	5	5	11	3	5	5	6	3	6	2
Weighted total	57	7	2	4	4	12	4	5	3	2	5	8	2
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	32	**	**	**	**	**	**	**	**	**	**	**	**
	56%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	20	**	**	**	**	**	**	**	**	**	**	**	**
	36%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	52	**	**	**	**	**	**	**	**	**	**	**	**
	92%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	*	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use UPS (QV4=5)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	**60**	14	19	16	11
Weighted total	**57**	13	20	9	16
Very dissatisfied	**-**	**	**	**	**
	-%	**	**	**	**
Fairly dissatisfied	*****	**	**	**	**
	***%**	**	**	**	**
Neither satisfied nor dissatisfied	**4**	**	**	**	**
	8%	**	**	**	**
Fairly satisfied	**32**	**	**	**	**
	56%	**	**	**	**
Very satisfied	**20**	**	**	**	**
	36%	**	**	**	**
Don't Know (DO NOT READ OUT)	*****	**	**	**	**
	***%**	**	**	**	**
NET: Satisfied	**52**	**	**	**	**
	92%	**	**	**	**
NET: Dissatisfied	*****	**	**	**	**
	***%**	**	**	**	**

Columns Tested: a,b,c,d

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted total	**59**	39	10	6	4	-	20	15	6	7	2	8
Weighted total	**58**	56	1	1	*	-	2	23	7	6	2	4
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**7**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**24**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**22**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**46**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	59	6	1	5	-	2	10	3	3	5	35	4	7	13
Weighted total	58	5	*	6	-	4	16	4	5	9	49	2	2	5
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	22	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	46	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	59	6	1	7	-	2	9	3	2	5	35	4	7	13
Weighted total	58	7	*	10	-	4	13	4	3	9	49	2	2	5
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	22	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	46	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b	a	*b
Unweighted total	59	-	15	-	1	20	1	1	20	45	14	52	7	57	2
Weighted total	58	-	14	-	2	21	*	2	18	51	7	52	6	54	4
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	-%	**
Fairly dissatisfied	4	**	**	**	**	**	**	**	**	**	**	4	**	4	**
	7%	**	**	**	**	**	**	**	**	**	**	8%	**	7%	**
Neither satisfied nor dissatisfied	7	**	**	**	**	**	**	**	**	**	**	7	**	7	**
	13%	**	**	**	**	**	**	**	**	**	**	14%	**	14%	**
Fairly satisfied	24	**	**	**	**	**	**	**	**	**	**	24	**	22	**
	42%	**	**	**	**	**	**	**	**	**	**	46%	**	41%	**
Very satisfied	22	**	**	**	**	**	**	**	**	**	**	17	**	20	**
	38%	**	**	**	**	**	**	**	**	**	**	32%	**	38%	**
NET: Satisfied	46	**	**	**	**	**	**	**	**	**	**	40	**	43	**
	80%	**	**	**	**	**	**	**	**	**	**	78%	**	79%	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	4	**	4	**
	7%	**	**	**	**	**	**	**	**	**	**	8%	**	7%	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	-	**	-	**
	-%	**	**	**	**	**	**	**	**	**	**	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	a	*b	*c	*d	*e	*f	*g	*h	i	*j	*a	*b	*c
Unweighted total	59	25	10	24	31	22	3	2	1	-	-	-	53	6	14	17	28
Weighted total	58	20	11	27	32	23	2	1	*	-	-	-	55	3	13	19	26
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**
Fairly dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	7%	**	**	**	**
Neither satisfied nor dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	7	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	14%	**	**	**	**
Fairly satisfied	24	**	**	**	**	**	**	**	**	**	**	**	22	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	40%	**	**	**	**
Very satisfied	22	**	**	**	**	**	**	**	**	**	**	**	22	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	39%	**	**	**	**
NET: Satisfied	46	**	**	**	**	**	**	**	**	**	**	**	43	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	79%	**	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	4	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	7%	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	-	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	-%	**	**	**	**

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**59**	38	35	46	53	22	38	39	3	2	2	-	-	-	50	1	1	-	1	-	-	1
Weighted total	**58**	36	33	46	55	17	33	45	*	1	*	-	-	-	53	2	*	-	*	-	-	*
Very dissatisfied	**-**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	*-%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**4**	**	**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	*7%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			a				a															
Neither satisfied nor dissatisfied	**7**	**	**	**	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	*14%* f	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**24**	**	**	**	23	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	*43%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**22**	**	**	**	20	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	*37%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**46**	**	**	**	44	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	*79%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**4**	**	**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	*7%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
			a				a															
Don't Know (DO NOT READ OUT)	**-**	**	**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	*-%*	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b	*c	a	*b
Unweighted total	59	14	8	11	12	1	24	9	9	10	1	34	2	16	38	21
Weighted total	58	16	8	10	12	*	25	12	8	10	*	37	2	15	38	20
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	*a	b	a	*b	*a	b	*a	b	*c	*d
Unweighted total	59	42	4	22	31	38	8	18	35	21	30	10	-
Weighted total	58	42	4	22	33	40	6	19	36	16	31	6	-
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	22	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	46	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*d	a	*b	*c	*d	a	b	c	a	*b	*c
Unweighted total	59	17	25	9	-	39	28	12	1	34	34	36	38	25	3
Weighted total	58	14	25	6	-	42	28	12	*	32	31	39	35	25	1
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
											a				
Neither satisfied nor dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	22	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	46	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**	**	**
											a				
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		*a	*b	c	*d	*e	*a	*b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**59**	24	21	31	6	5	28	27	5	1	6	-	53	49	53	54	58
Weighted total	**58**	25	19	33	7	6	28	26	3	1	6	-	55	47	55	55	57
Very dissatisfied	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	*-%*	**	*-%*	*-%*	*-%*
Fairly dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**	4	**	4	4	4
	7%	**	**	**	**	**	**	**	**	**	**	**	*7%*	**	*7%*	*7%*	*7%*
Neither satisfied nor dissatisfied	**7**	**	**	**	**	**	**	**	**	**	**	**	7	**	7	7	7
	13%	**	**	**	**	**	**	**	**	**	**	**	*14%*	**	*14%*	*13%*	*13%*
Fairly satisfied	**24**	**	**	**	**	**	**	**	**	**	**	**	23	**	23	22	24
	42%	**	**	**	**	**	**	**	**	**	**	**	*43%*	**	*43%*	*41%*	*42%*
Very satisfied	**22**	**	**	**	**	**	**	**	**	**	**	**	20	**	20	22	22
	38%	**	**	**	**	**	**	**	**	**	**	**	*36%*	**	*36%*	*39%*	*38%*
NET: Satisfied	**46**	**	**	**	**	**	**	**	**	**	**	**	43	**	43	44	46
	80%	**	**	**	**	**	**	**	**	**	**	**	*79%*	**	*79%*	*80%*	*80%*
NET: Dissatisfied	**4**	**	**	**	**	**	**	**	**	**	**	**	4	**	4	4	4
	7%	**	**	**	**	**	**	**	**	**	**	**	*7%*	**	*7%*	*7%*	*7%*
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	**	**	-	**	-	-	-
	-%	**	**	**	**	**	**	**	**	**	**	**	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*c	*d	a	*b	*a	b	a	*b	*a	b	*a	b	*c
Unweighted total	**59**	45	55	17	1	44	2	10	40	49	6	17	42	15	35	9
Weighted total	**58**	47	56	12	1	39	4	9	39	45	8	23	35	18	36	4
Very dissatisfied	**-**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	*-%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**4**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	*7%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**7**	**	7	**	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	*12%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**24**	**	24	**	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	*43%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**22**	**	21	**	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	*38%*	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**46**	**	45	**	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	*81%*	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**4**	**	4	**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	*7%*	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	-	**	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	*-%*	**	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b
Unweighted total	**59**	25	4	30	42	17
Weighted total	**58**	28	7	23	38	20
Very dissatisfied	**-**	**	**	**	**	**
	-%	**	**	**	**	**
Fairly dissatisfied	**4**	**	**	**	**	**
	7%	**	**	**	**	**
Neither satisfied nor dissatisfied	**7**	**	**	**	**	**
	13%	**	**	**	**	**
Fairly satisfied	**24**	**	**	**	**	**
	42%	**	**	**	**	**
Very satisfied	**22**	**	**	**	**	**
	38%	**	**	**	**	**
NET: Satisfied	**46**	**	**	**	**	**
	80%	**	**	**	**	**
NET: Dissatisfied	**4**	**	**	**	**	**
	7%	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**-**	**	**	**	**	**
	-%	**	**	**	**	**

Columns Tested: a,b,c - a,b

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	59	7	5	4	10	9	1	3	6	2	6	3	3
Weighted total	58	3	7	2	12	10	1	6	7	2	4	1	3
Very dissatisfied	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	7	**	**	**	**	**	**	**	**	**	**	**	**
	13%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	24	**	**	**	**	**	**	**	**	**	**	**	**
	42%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	22	**	**	**	**	**	**	**	**	**	**	**	**
	38%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	46	**	**	**	**	**	**	**	**	**	**	**	**
	80%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	4	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Parcelforce (QV4=7)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		*a	*b	*c	*d
Unweighted total	59	16	20	11	12
Weighted total	58	12	22	15	8
Very dissatisfied	-	**	**	**	**
	-%	**	**	**	**
Fairly dissatisfied	4	**	**	**	**
	7%	**	**	**	**
Neither satisfied nor dissatisfied	7	**	**	**	**
	13%	**	**	**	**
Fairly satisfied	24	**	**	**	**
	42%	**	**	**	**
Very satisfied	22	**	**	**	**
	38%	**	**	**	**
NET: Satisfied	46	**	**	**	**
	80%	**	**	**	**
NET: Dissatisfied	4	**	**	**	**
	7%	**	**	**	**
Don't Know (DO NOT READ OUT)	-	**	**	**	**
	-%	**	**	**	**

Columns Tested: a,b,c,d

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

		Business Size						Turnover				
	TOTAL	0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	***c**	***d**	***e**	f	***a**	b	***c**	***d**	***e**
Unweighted total	**195**	116	49	18	12	-	79	25	40	15	6	29
Weighted total	**193**	183	6	2	2	-	10	42	59	18	4	11
Very dissatisfied	**1**	1	**	**	**	**	-	**	**	**	**	**
	***%**	*%*	**	**	**	**	-%	**	**	**	**	**
Fairly dissatisfied	**6**	5	**	**	**	**	*	**	**	**	**	**
	***3%**	*3%*	**	**	**	**	*3%*	**	**	**	**	**
Neither satisfied nor dissatisfied	**15**	15	**	**	**	**	1	**	**	**	**	**
	***8%**	*8%*	**	**	**	**	*8%*	**	**	**	**	**
Fairly satisfied	**76**	72	**	**	**	**	3	**	**	**	**	**
	***39%**	*40%*	**	**	**	**	*34%*	**	**	**	**	**
Very satisfied	**95**	90	**	**	**	**	5	**	**	**	**	**
	***49%**	*49%*	**	**	**	**	*52%*	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	-	**	**	**	**	*	**	**	**	**	**
	***%**	-%	**	**	**	**	*3%*	**	**	**	**	**
NET: Satisfied	**171**	163	**	**	**	**	8	**	**	**	**	**
	***89%**	*89%*	**	**	**	**	*86%*	**	**	**	**	**
NET: Dissatisfied	**6**	6	**	**	**	**	*	**	**	**	**	**
	***3%**	*3%*	**	**	**	**	*3%*	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	195	19	11	26	4	15	24	14	13	15	141	20	16	18
Weighted total	193	22	15	22	8	24	33	15	16	19	174	7	4	6
Very dissatisfied	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fairly dissatisfied	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Neither satisfied nor dissatisfied	15	**	**	**	**	**	**	**	**	**	15	**	**	**
	8%	**	**	**	**	**	**	**	**	**	8%	**	**	**
Fairly satisfied	76	**	**	**	**	**	**	**	**	**	70	**	**	**
	39%	**	**	**	**	**	**	**	**	**	40%	**	**	**
Very satisfied	95	**	**	**	**	**	**	**	**	**	84	**	**	**
	49%	**	**	**	**	**	**	**	**	**	48%	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
NET: Satisfied	171	**	**	**	**	**	**	**	**	**	154	**	**	**
	89%	**	**	**	**	**	**	**	**	**	88%	**	**	**
NET: Dissatisfied	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted total	195	22	9	23	4	14	23	15	13	15	138	22	16	19
Weighted total	193	27	12	20	6	22	29	17	17	19	170	12	4	6
Very dissatisfied	1	**	**	**	**	**	**	**	**	**	-	**	**	**
	*%	**	**	**	**	**	**	**	**	**	-%	**	**	**
Fairly dissatisfied	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**
Neither satisfied nor dissatisfied	15	**	**	**	**	**	**	**	**	**	15	**	**	**
	8%	**	**	**	**	**	**	**	**	**	9%	**	**	**
Fairly satisfied	76	**	**	**	**	**	**	**	**	**	66	**	**	**
	39%	**	**	**	**	**	**	**	**	**	39%	**	**	**
Very satisfied	95	**	**	**	**	**	**	**	**	**	83	**	**	**
	49%	**	**	**	**	**	**	**	**	**	49%	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	*	**	**	**
	*%	**	**	**	**	**	**	**	**	**	*%	**	**	**
NET: Satisfied	171	**	**	**	**	**	**	**	**	**	150	**	**	**
	89%	**	**	**	**	**	**	**	**	**	88%	**	**	**
NET: Dissatisfied	6	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	3%	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	195	1	41	4	16	71	3	8	49	151	44	172	23	192	3
Weighted total	193	1	44	1	11	92	1	4	37	160	32	176	17	188	4
Very dissatisfied	1	**	**	**	**	-	**	**	**	1	**	-	**	1	**
	*%	**	**	**	**	-%	**	**	**	*%	**	-%	**	*%	**
Fairly dissatisfied	6	**	**	**	**	5	**	**	**	6	**	5	**	6	**
	3%	**	**	**	**	6%	**	**	**	4%	**	3%	**	3%	**
Neither satisfied nor dissatisfied	15	**	**	**	**	8	**	**	**	14	**	13	**	14	**
	8%	**	**	**	**	9%	**	**	**	9%	**	7%	**	7%	**
Fairly satisfied	76	**	**	**	**	36	**	**	**	62	**	69	**	74	**
	39%	**	**	**	**	39%	**	**	**	39%	**	39%	**	39%	**
Very satisfied	95	**	**	**	**	42	**	**	**	78	**	88	**	95	**
	49%	**	**	**	**	46%	**	**	**	48%	**	50%	**	50%	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	*	**	**	**	*	**	*	**	*	**
	*%	**	**	**	**	*%	**	**	**	*%	**	*%	**	*%	**
NET: Satisfied	171	**	**	**	**	78	**	**	**	140	**	157	**	168	**
	89%	**	**	**	**	85%	**	**	**	87%	**	89%	**	89%	**
NET: Dissatisfied	6	**	e **	**	**	5	**	**	**	6	**	5	**	6	**
	3%	**	**	**	**	6%	**	**	**	4%	**	3%	**	3%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	*a	b	c
Unweighted total	**195**	78	37	75	91	75	24	5	-	-	-	-	166	29	16	75	104
Weighted total	**193**	67	29	90	97	74	21	1	-	-	-	-	171	21	18	79	96
Very dissatisfied	**1**	-	**	-	1	-	**	**	**	**	**	**	1	**	**	-	-
	***%**	-%	**	-%	*1%*	-%	**	**	**	**	**	**	*%*	**	**	-%	-%
Fairly dissatisfied	**6**	-	**	4	2	4	**	**	**	**	**	**	6	**	**	2	4
	3%	-%	**	*4%*	*2%*	*5%*	**	**	**	**	**	**	*3%*	**	**	*3%*	*4%*
			a														
Neither satisfied nor dissatisfied	**15**	9	**	4	11	2	**	**	**	**	**	**	13	**	**	9	4
	8%	*13%*	**	*5%*	*12%*	*3%*	**	**	**	**	**	**	*8%*	**	**	*11%*	*4%*
					b												
Fairly satisfied	**76**	23	**	35	31	34	**	**	**	**	**	**	65	**	**	27	45
	39%	*34%*	**	*39%*	*31%*	*46%*	**	**	**	**	**	**	*38%*	**	**	*34%*	*47%*
Very satisfied	**95**	36	**	47	53	34	**	**	**	**	**	**	87	**	**	42	42
	49%	*53%*	**	*52%*	*54%*	*46%*	**	**	**	**	**	**	*51%*	**	**	*52%*	*44%*
Don't Know (DO NOT READ OUT)	*	-	**	-	-	-	**	**	**	**	**	**	-	**	**	-	*
	*** %**	-%	**	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	*%*
NET: Satisfied	**171**	58	**	81	83	69	**	**	**	**	**	**	152	**	**	68	88
	89%	*87%*	**	*91%*	*86%*	*93%*	**	**	**	**	**	**	*89%*	**	**	*86%*	*92%*
NET: Dissatisfied	**6**	-	**	4	3	4	**	**	**	**	**	**	6	**	**	2	4
	3%	-%	**	*4%*	*3%*	*5%*	**	**	**	**	**	**	*4%*	**	**	*3%*	*4%*
			a														

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

		Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
	TOTAL	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**195**	143	123	158	144	76	140	134	10	4	6	1	3	-	131	3	7	2	-	1	-	1
Weighted total	**193**	129	109	148	146	55	127	139	3	3	1	*	1	-	136	4	5	*	-	*	-	*
Very dissatisfied	**1**	1	-	1	-	-	-	1	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	***%**	*%	-%	*%	-%	-%	-%	*%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**
Fairly dissatisfied	**6**	6	6	6	6	*	6	6	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	***3%**	*4%*	*5%*	*4%*	*4%*	*1%*	*4%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**15**	15	5	15	13	6	7	13	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	***8%**	*12%* b	*4%*	*10%*	*9%*	*11%*	*6%*	*9%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
Fairly satisfied	**76**	52	48	64	59	28	48	61	**	**	**	**	**	**	54	**	**	**	**	**	**	**
	***39%**	*40%*	*45%*	*43%*	*40%*	*51%*	*38%*	*44%*	**	**	**	**	**	**	*40%*	**	**	**	**	**	**	**
Very satisfied	**95**	55	50	63	68	20	65	59	**	**	**	**	**	**	63	**	**	**	**	**	**	**
	***49%**	*43%*	*46%*	*42%*	*47%*	*36%*	*52%* e	*42%*	**	**	**	**	**	**	*46%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	-	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	***%**	*%*	*%*	*%*	*%*	*%*	*%*	-%	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
NET: Satisfied	**171**	108	98	126	127	48	114	120	**	**	**	**	**	**	117	**	**	**	**	**	**	**
	***89%**	*83%*	*90%*	*85%*	*87%*	*88%*	*90%*	*86%*	**	**	**	**	**	**	*86%*	**	**	**	**	**	**	**
NET: Dissatisfied	**6**	6	6	6	6	*	6	6	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	***3%**	*5%*	*5%*	*4%*	*4%*	*1%*	*4%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	d	*e	*a	*b	c	d	*e	a	*b	*c	a	b
Unweighted total	**195**	32	28	59	39	-	26	23	54	38	3	117	5	22	75	119
Weighted total	**193**	31	25	70	22	-	24	24	57	37	5	129	7	11	68	123
Very dissatisfied	**1**	**	**	-	**	**	**	**	-	**	**	-	**	**	-	1
	***%**	**	**	-%	**	**	**	**	-%	**	**	-%	**	**	-%	*%
Fairly dissatisfied	**6**	**	**	4	**	**	**	**	2	**	**	5	**	**	2	4
	3%	**	**	*5%*	**	**	**	**	*3%*	**	**	*4%*	**	**	*3%*	*3%*
Neither satisfied nor dissatisfied	**15**	**	**	7	**	**	**	**	2	**	**	11	**	**	5	11
	8%	**	**	*9%*	**	**	**	**	*4%*	**	**	*8%*	**	**	*7%*	*9%*
		d														
Fairly satisfied	**76**	**	**	32	**	**	**	**	28	**	**	55	**	**	31	43
	39%	**	**	*46%*	**	**	**	**	*49%*	**	**	*43%*	**	**	*46%*	*35%*
Very satisfied	**95**	**	**	28	**	**	**	**	25	**	**	57	**	**	30	65
	49%	**	**	*40%*	**	**	**	**	*43%*	**	**	*45%*	**	**	*44%*	*53%*
Don't Know (DO NOT READ OUT)	*	**	**	-	**	**	**	**	-	**	**	*	**	**	*	-
	***%**	**	**	-%	**	**	**	**	-%	**	**	*%	**	**	*%	-%
NET: Satisfied	**171**	**	**	60	**	**	**	**	53	**	**	112	**	**	61	108
	89%	**	**	*85%*	**	**	**	**	*93%*	**	**	*87%*	**	**	*90%*	*88%*
					ac											
NET: Dissatisfied	**6**	**	**	4	**	**	**	**	2	**	**	5	**	**	2	4
	3%	**	**	*5%*	**	**	**	**	*3%*	**	**	*4%*	**	**	*3%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	*c	*d
Unweighted total	**195**	122	36	31	113	113	45	30	114	41	131	28	-
Weighted total	**193**	116	32	29	117	104	44	31	115	37	113	20	-
Very dissatisfied	**1**	-	**	**	-	-	**	**	-	**	1	**	**
	***%**	*-%*	**	**	*-%*	*-%*	**	**	*-%*	**	*%*	**	**
Fairly dissatisfied	**6**	6	**	**	5	4	**	**	6	**	6	**	**
	***3%**	*5%*	**	**	*5%*	*4%*	**	**	*5%*	**	*5%*	**	**
Neither satisfied nor dissatisfied	**15**	11	**	**	11	11	**	**	8	**	11	**	**
	***8%**	*10%*	**	**	*9%*	*11%*	**	**	*7%*	**	*10%*	**	**
Fairly satisfied	**76**	55	**	**	47	49	**	**	45	**	48	**	**
	***39%**	*47%*	**	**	*40%*	*47%*	**	**	*39%*	**	*42%*	**	**
		b											
Very satisfied	**95**	44	**	**	53	40	**	**	56	**	48	**	**
	***49%**	*38%*	**	**	*46%*	*39%*	**	**	*48%*	**	*42%*	**	**
			a										
Don't Know (DO NOT READ OUT)	*	*	**	**	*	*	**	**	*	**	*	**	**
	***%**	*%*	**	**	*%*	*%*	**	**	*%*	**	*%*	**	**
NET: Satisfied	**171**	99	**	**	100	89	**	**	101	**	96	**	**
	***89%**	*85%*	**	**	*86%*	*86%*	**	**	*87%*	**	*84%*	**	**
NET: Dissatisfied	**6**	6	**	**	5	4	**	**	6	**	6	**	**
	***3%**	*5%*	**	**	*5%*	*4%*	**	**	*5%*	**	*5%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**195**	37	107	26	-	107	88	43	2	112	103	84	101	93	5
Weighted total	**193**	31	95	23	-	114	82	43	*	99	96	79	90	82	3
Very dissatisfied	**1**	**	-	**	**	-	-	**	**	-	-	-	-	-	**
	***%**	**	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Fairly dissatisfied	**6**	**	6	**	**	4	2	**	**	6	6	4	6	4	**
	***3%**	**	*6%*	**	**	*3%*	*3%*	**	**	*6%*	*6%*	*5%*	*6%*	*5%*	**
Neither satisfied nor dissatisfied	**15**	**	3	**	**	8	11	**	**	9	5	6	5	7	**
	***8%**	**	*3%*	**	**	*7%*	*13%*	**	**	*9%*	*5%*	*8%*	*5%*	*9%*	**
Fairly satisfied	**76**	**	44	**	**	45	30	**	**	48	46	32	42	41	**
	***39%**	**	*46%*	**	**	*39%*	*36%*	**	**	*48%*	*48%*	*41%*	*47%*	*50%*	**
Very satisfied	**95**	**	42	**	**	58	39	**	**	37	40	36	37	30	**
	***49%**	**	*44%*	**	**	*50%* c	*48%*	**	**	*37%*	*41%*	*46%*	*42%*	*37%*	**
Don't Know (DO NOT READ OUT)	*	**	*	**	**	-	*	**	**	*	*	*	*	*	**
	***%**	**	*%*	**	**	-%	*%	**	**	*%	*%	*%	*%	*%	**
NET: Satisfied	**171**	**	86	**	**	102	69	**	**	85	86	69	79	71	**
	***89%**	**	*91%*	**	**	*89%*	*84%*	**	**	*85%*	*89%*	*87%*	*88%*	*87%*	**
NET: Dissatisfied	**6**	**	6	**	**	4	2	**	**	6	6	4	6	4	**
	***3%**	**	*6%*	**	**	*3%*	*3%*	**	**	*6%*	*6%*	*5%*	*6%*	*5%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**195**	80	48	47	14	15	99	93	7	1	10	2	181	161	183	171	190
Weighted total	**193**	86	50	48	21	18	95	80	6	*	7	2	177	148	179	164	188
Very dissatisfied	**1**	-	**	**	**	**	-	-	**	**	**	**	-	-	-	-	1
	***%**	-%	**	**	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	*%
Fairly dissatisfied	**6**	4	**	**	**	**	6	4	**	**	**	**	6	6	6	6	6
	3%	*4%*	**	**	**	**	*6%*	*5%*	**	**	**	**	*3%*	*4%*	*3%*	*3%*	*3%*
Neither satisfied nor dissatisfied	**15**	7	**	**	**	**	5	6	**	**	**	**	15	15	15	13	15
	8%	*8%*	**	**	**	**	*5%*	*7%*	**	**	**	**	*9%*	*10%*	*9%*	*8%*	*8%*
Fairly satisfied	**76**	37	**	**	**	**	46	38	**	**	**	**	68	55	69	63	74
	39%	*43%*	**	**	**	**	*48%*	*48%*	**	**	**	**	*38%*	*38%*	*39%*	*39%*	*39%*
Very satisfied	**95**	37	**	**	**	**	38	32	**	**	**	**	88	71	88	82	92
	49%	*43%*	**	**	**	**	*40%*	*40%*	**	**	**	**	*50%*	*48%*	*49%*	*50%*	*49%*
Don't Know (DO NOT READ OUT)	*	*	**	**	**	**	*	*	**	**	**	**	*	*	*	*	*
	***%**	*%*	**	**	**	**	*%*	*%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
NET: Satisfied	**171**	75	**	**	**	**	84	71	**	**	**	**	156	126	158	145	166
	89%	*87%*	**	**	**	**	*88%*	*88%*	**	**	**	**	*88%*	*86%*	*88%*	*88%*	*88%*
NET: Dissatisfied	**6**	4	**	**	**	**	6	4	**	**	**	**	6	6	6	6	6
	3%	*4%*	**	**	**	**	*6%*	*5%*	**	**	**	**	*3%*	*4%*	*3%*	*3%*	*3%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

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Table 130 (continuation)

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (1st) (QV4=98)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	b	c
Unweighted total	**195**	124	184	60	4	105	11	42	103	169	6	38	157	46	114	35
Weighted total	**193**	124	183	45	1	98	14	44	95	165	8	40	153	49	112	32
Very dissatisfied	**1**	-	-	-	**	-	**	**	-	-	**	**	-	**	-	**
	***%**	-%	-%	-%	**	-%	**	**	-%	-%	**	**	-%	**	-%	**
Fairly dissatisfied	**6**	6	6	4	**	4	**	**	4	2	**	**	2	**	6	**
	3%	*5%*	*3%*	*9%*	**	*4%*	**	**	*4%*	*1%*	**	** b	*1%*	**	*5%*	**
Neither satisfied nor dissatisfied	**15**	11	15	3	**	1	**	**	5	7	**	**	9	**	9	**
	8%	*9%*	*8%*	*7%*	**	*1%*	**	**	*6%*	*4%*	**	** b	*6%*	**	*8%*	**
Fairly satisfied	**76**	50	71	16	**	45	**	**	46	63	**	**	57	**	42	**
	39%	*41%*	*39%*	*35%*	**	*45%*	**	**	*48%*	*38%*	**	**	*37%*	**	*38%*	**
Very satisfied	**95**	57	91	21	**	49	**	**	40	93	**	**	84	**	55	**
	49%	*46%*	*50%*	*48%*	**	*50%*	**	**	*42%*	*56%*	**	**	*55%* a	**	*50%*	**
Don't Know (DO NOT READ OUT)	*	*	*	*	**	*	**	**	*	-	**	**	*	**	-	**
	***%**	*%*	*%*	*1%*	**	*%*	**	**	*%*	-%	**	**	*%*	**	-%	**
NET: Satisfied	**171**	108	162	37	**	93	**	**	86	156	**	**	141	**	98	**
	89%	*87%*	*88%*	*83%*	**	*95%*	**	**	*90%*	*94%*	**	**	*93%* a	**	*87%*	**
NET: Dissatisfied	**6**	6	6	4	**	4	**	**	4	2	**	**	2	**	6	**
	3%	*5%*	*3%*	*9%*	**	*4%*	**	**	*4%*	*1%*	**	** b	*1%*	**	*5%*	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**195**	71	22	101	101	94
Weighted total	**193**	80	21	92	94	99
Very dissatisfied	**1**	-	**	1	-	1
	***%**	-%	**	*1%*	-%	*1%*
Fairly dissatisfied	**6**	2	**	4	2	4
	***3%**	*2%*	**	*4%*	*2%*	*4%*
Neither satisfied nor dissatisfied	**15**	7	**	7	10	5
	***8%**	*9%*	**	*7%*	*11%*	*5%*
Fairly satisfied	**76**	32	**	32	39	37
	***39%**	*41%*	**	*34%*	*41%*	*37%*
Very satisfied	**95**	38	**	50	42	53
	***49%**	*48%*	**	*54%*	*45%*	*53%*
Don't Know (DO NOT READ OUT)	*	*	**	-	*	-
	***%**	*%*	**	-%	*%*	-%
NET: Satisfied	**171**	70	**	81	81	90
	***89%**	*88%*	**	*88%*	*87%*	*91%*
NET: Dissatisfied	**6**	2	**	4	2	4
	***3%**	*2%*	**	*4%*	*2%*	*4%*

Columns Tested: a,b,c - a,b

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

		Month											
	TOTAL	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**195**	20	13	18	21	23	15	10	11	16	19	18	11
Weighted total	**193**	15	19	18	20	31	16	5	9	16	16	17	10
Very dissatisfied	**1**	**	**	**	**	**	**	**	**	**	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**6**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied nor dissatisfied	**15**	**	**	**	**	**	**	**	**	**	**	**	**
	8%	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**76**	**	**	**	**	**	**	**	**	**	**	**	**
	39%	**	**	**	**	**	**	**	**	**	**	**	**
Very satisfied	**95**	**	**	**	**	**	**	**	**	**	**	**	**
	49%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	*	**	**	**	**	**	**	**	**	**	**	**	**
	***%**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**171**	**	**	**	**	**	**	**	**	**	**	**	**
	89%	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**6**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (1st) (QV4=98)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**195**	51	59	37	48
Weighted total	**193**	52	67	31	43
Very dissatisfied	**1**	-	-	**	**
	***%**	-%	-%	**	**
Fairly dissatisfied	**6**	2	4	**	**
	3%	*3%*	*5%*	**	**
Neither satisfied nor dissatisfied	**15**	4	4	**	**
	8%	*8%*	*5%*	**	**
Fairly satisfied	**76**	26	30	**	**
	39%	*51%*	*45%*	**	**
		cd	c		
Very satisfied	**95**	20	29	**	**
	49%	*38%*	*44%*	**	**
				ab	
Don't Know (DO NOT READ OUT)	*	-	-	**	**
	***%**	-%	-%	**	**
NET: Satisfied	**171**	46	60	**	**
	89%	*88%*	*89%*	**	**
NET: Dissatisfied	**6**	2	4	**	**
	3%	*3%*	*5%*	**	**

Columns Tested: a,b,c,d

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	2000	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	2000	1920	52	16	12	-	80	632	448	118	43	60
Disagree very strongly	31	29	1	*	*	**	1	11	9	-	*	*
	2%	2%	1%	3%	3%	**	2%	2%	2%	-%	*%	1%
Disagree	106	103	2	1	1	**	3	40	25	12	2	1
	5%	5%	4%	6%	5%	**	4%	6% e	6%	10% e	5%	2%
Neither Agree nor disagree	531	509	15	4	3	**	22	161	123	29	6	16
	27%	27%	28%	26%	24%	**	27%	25%	28% d	24%	15%	27%
Agree	834	799	22	7	5	**	35	259	193	53	20	25
	42%	42%	43%	45%	42%	**	43%	41%	43%	45%	47%	43%
Agree very strongly	488	469	12	3	3	**	19	156	97	24	14	16
	24%	24%	24%	20%	26%	**	23%	25%	22%	21%	33%	28%
Don't Know (DO NOT READ OUT)	10	10	-	*	-	**	*	5	-	-	-	-
	1%	1%	-%	1%	-%	**	*%	1%	-%	-%	-%	-%
NET: Agree	1322	1269	35	11	8	**	53	415	290	78	34	42
	66%	66%	67%	64%	68%	**	67%	66%	65%	66%	80% ab	70%
NET: Disagree	137	132	2	1	1	**	5	52	35	12	2	1
	7%	7%	5%	9%	8%	**	6%	8% e	8% e	10% e	5%	2%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	2000	172	151	334	77	172	310	196	157	151	1720	92	94	95
Disagree very strongly	31	-	6	6	2	2	2	-	4	2	25	1	3	2
	2%	-%	4%	2%	3%	1%	1%	-%	3%	1%	1%	1%	4%	2%
			afgk		g				g				afgjk	
Disagree	106	4	-	23	-	12	26	11	8	7	91	4	6	5
	5%	2%	-%	7%	-%	7%	8%	6%	5%	5%	5%	5%	7%	5%
				bd		bd	abd	b	b	b	b	b	bd	b
Neither Agree nor disagree	531	39	37	93	18	43	84	66	39	37	456	24	21	29
	27%	23%	24%	28%	23%	25%	27%	34%	25%	24%	27%	26%	23%	31%
								l						l
Agree	834	81	68	140	42	79	125	63	66	68	733	32	34	35
	42%	47%	45%	42%	55%	46%	40%	32%	42%	45%	43%	35%	37%	37%
		gk			gklm	gk				g	gk			
Agree very strongly	488	48	40	71	12	35	73	56	35	35	406	31	27	24
	24%	28%	27%	21%	16%	21%	23%	29%	22%	23%	24%	34%	29%	26%
												cdefhij	d	
Don't Know (DO NOT READ OUT)	10	-	-	*	2	-	-	-	5	2	9	-	1	-
	1%	-%	-%	*%	3%	-%	-%	-%	3%	1%	1%	-%	1%	-%
					cefgjkm				cefgjkm					
NET: Agree	1322	129	108	211	55	115	198	119	100	103	1139	63	62	59
	66%	75%	72%	63%	71%	67%	64%	61%	64%	69%	66%	68%	66%	62%
		cfgm												
NET: Disagree	137	4	6	30	2	14	28	11	12	9	116	5	10	6
	7%	2%	4%	9%	3%	8%	9%	6%	8%	6%	7%	5%	10%	7%
				a		a	a						a	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	2000	205	124	313	66	150	342	170	161	175	1707	99	100	94
Disagree very strongly	31	2	6	4	**	*	2	-	4	2	25	1	3	2
	2%	1%	5%	1%	**	*%	1%	-%	3%	1%	1%	1%	3%	2%
			efgjk		acefgjk								fgjk	
Disagree	106	6	-	18	**	12	31	9	8	7	91	4	6	5
	5%	3%	-%	6%	**	8%	9%	5%	5%	4%	5%	4%	6%	5%
				b		bd	abdjk	b	b		b		b	b
Neither Agree nor disagree	531	49	31	85	**	37	93	60	39	44	453	26	22	29
	27%	24%	25%	27%	**	25%	27%	35%	24%	25%	27%	27%	22%	31%
								ajl						l
Agree	834	84	55	136	**	62	143	54	72	83	726	36	37	34
	42%	41%	44%	43%	**	41%	42%	32%	44%	47%	43%	37%	37%	36%
				g	gjklm				g	gm	g			
Agree very strongly	488	64	31	70	**	36	69	46	38	37	402	31	31	24
	24%	31%	25%	22%	**	24%	20%	27%	24%	21%	24%	31%	31%	26%
		dfj										cdfij	cdfj	
Don't Know (DO NOT READ OUT)	10	-	2	-	**	2	3	-	-	2	9	*	1	-
	1%	-%	2%	-%	**	2%	1%	-%	-%	1%	1%	*%	1%	-%
			cm			m								
NET: Agree	1322	148	85	206	**	98	212	100	110	120	1129	67	68	58
	66%	72%	69%	66%	**	65%	62%	59%	68%	69%	66%	68%	68%	62%
		fgm												
NET: Disagree	137	8	6	23	**	12	33	9	12	9	116	5	10	6
	7%	4%	5%	7%	**	8%	10%	5%	8%	5%	7%	5%	10%	7%
							a						a	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Disagree very strongly	31	**	10	**	1	5	2	2	10	20	11	30	*	29	1
	2%	**	5%	**	1%	1%	2%	3%	1%	1%	3%	2%	*%	2%	1%
			deh								a				
Disagree	106	**	15	**	9	33	4	3	42	89	17	93	13	105	1
	5%	**	7%	**	5%	6%	5%	4%	5%	6%	4%	5%	7%	6%	1%
Neither Agree nor disagree	531	**	48	**	49	155	14	18	219	428	103	475	56	500	30
	27%	**	23%	**	31%	27%	18%	22%	27%	26%	27%	26%	31%	27%	27%
					f										
Agree	834	**	85	**	61	250	26	37	335	679	155	759	75	793	41
	42%	**	40%	**	38%	43%	34%	44%	42%	42%	40%	42%	41%	42%	37%
Agree very strongly	488	**	53	**	40	134	31	20	189	391	97	451	37	450	38
	24%	**	25%	**	25%	23%	40%	24%	24%	24%	25%	25%	20%	24%	34%
							bcdegh								a
Don't Know (DO NOT READ OUT)	10	**	2	**	-	2	-	3	3	9	1	10	-	10	1
	1%	**	1%	**	-%	*%	-%	3%	*%	1%	*%	1%	-%	1%	*%
								deh							
NET: Agree	1322	**	138	**	101	383	57	56	525	1070	252	1210	112	1243	79
	66%	**	65%	**	63%	66%	74%	68%	66%	66%	66%	67%	62%	66%	70%
NET: Disagree	137	**	25	**	10	38	6	5	51	109	28	124	13	135	2
	7%	**	12%	**	6%	7%	8%	7%	6%	7%	7%	7%	7%	7%	2%
			ceh												

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

		Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
	TOTAL	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Disagree very strongly	31	17	3	9	20	9	2	**	**	**	**	**	29	2	13	7	11
	2%	1%	1%	2%	1%	3%	4%	**	**	**	**	**	1%	3%	2%	1%	3%
																	b
Disagree	106	61	10	32	72	32	2	**	**	**	**	**	104	2	33	39	34
	5%	5%	3%	7%	5%	9%	5%	**	**	**	**	**	5%	4%	4%	5%	9%
				b		ai											ab
Neither Agree nor disagree	531	322	96	107	425	86	18	**	**	**	**	**	511	20	199	226	106
	27%	27%	29%	23%	27%	25%	37%	**	**	**	**	**	26%	36%	26%	27%	26%
			c				bi							b			
Agree	834	493	147	180	661	151	19	**	**	**	**	**	812	22	295	366	173
	42%	42%	45%	39%	41%	44%	40%	**	**	**	**	**	42%	40%	39%	43%	43%
Agree very strongly	488	279	69	130	411	68	7	**	**	**	**	**	479	9	208	202	77
	24%	24%	21%	28%	26%	20%	14%	**	**	**	**	**	25%	17%	28%	24%	19%
				b	bc								bc		c	c	
Don't Know (DO NOT READ OUT)	10	5	-	5	10	*	-	**	**	**	**	**	10	-	7	3	*
	1%	*%	-%	1%	1%	*%	-%	**	**	**	**	**	1%	-%	1%	*%	*%
															c		
NET: Agree	1322	772	217	310	1072	219	26	**	**	**	**	**	1291	31	503	569	250
	66%	66%	67%	67%	67%	63%	54%	**	**	**	**	**	66%	56%	67%	67%	62%
					cj								c				
NET: Disagree	137	78	14	41	92	41	4	**	**	**	**	**	133	4	46	46	45
	7%	7%	4%	9%	6%	12%	9%	**	**	**	**	**	7%	8%	6%	5%	11%
				b		ai											ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	2000	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	2000	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Disagree very strongly	31	18	10	21	9	3	11	21	-	**	**	**	**	**	9	**	**	**	**	**	**	**
	2%	1%	1%	1%	1%	1%	1%	2%	-%	**	**	**	**	**	1%	**	**	**	**	**	**	**
Disagree	106	67	56	75	49	33	60	61	8	**	**	**	**	**	48	**	**	**	**	**	**	**
	5%	5%	7%	5%	7%	7%	5%	4%	12%	**	**	**	**	**	7%	**	**	**	**	**	**	**
									a		a											
Neither Agree nor disagree	531	370	235	400	196	149	315	357	25	**	**	**	**	**	189	**	**	**	**	**	**	**
	27%	27%	27%	27%	27%	30%	27%	26%	35%	**	**	**	**	**	27%	**	**	**	**	**	**	**
									a		ac											
Agree	834	575	366	632	328	202	508	590	24	**	**	**	**	**	315	**	**	**	**	**	**	**
	42%	42%	42%	42%	45%	41%	43%	43%	33%	**	**	**	**	**	45%	**	**	**	**	**	**	**
Agree very strongly	488	351	193	370	149	108	284	342	14	**	**	**	**	**	142	**	**	**	**	**	**	**
	24%	25%	22%	25%	20%	22%	24%	25%	19%	**	**	**	**	**	20%	**	**	**	**	**	**	**
		d		d			d	d		d												
Don't Know (DO NOT READ OUT)	10	1	2	2	4	1	1	2	-	**	**	**	**	**	4	**	**	**	**	**	**	**
	1%	*%	*%	*%	1%	*%	*%	*%	-%	**	**	**	**	**	1%	**	**	**	**	**	**	**
					af																	
NET: Agree	1322	926	559	1002	477	310	793	932	37	**	**	**	**	**	457	**	**	**	**	**	**	**
	66%	67%	65%	67%	65%	63%	67%	68%	53%	**	**	**	**	**	65%	**	**	**	**	**	**	**
		e					e	bd		d												
NET: Disagree	137	84	67	97	58	36	72	82	8	**	**	**	**	**	57	**	**	**	**	**	**	**
	7%	6%	8%	6%	8%	7%	6%	6%	12%	**	**	**	**	**	8%	**	**	**	**	**	**	**
									a													

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Disagree very strongly	**31**	7	8	5	2	**	*	1	9	*	**	9	**	1	23	8
	2%	*1%*	*2%*	*1%*	*1%*	**	**%*	**%*	*5%*	**%*	**	*2%*	**	**%*	*1%*	*4%*
									abd							a
Disagree	**106**	19	20	16	20	**	19	12	8	10	**	37	**	11	87	20
	5%	*4%*	*5%*	*4%*	*10%*	**	*7%*	*8%*	*5%*	*7%*	**	*8%*	**	*6%*	*5%*	*9%*
					abc											a
Neither Agree nor disagree	**531**	121	99	120	56	**	77	40	44	32	**	121	**	58	459	70
	27%	*25%*	*25%*	*28%*	*28%*	**	*30%*	*25%*	*25%*	*24%*	**	*25%*	**	*29%*	*26%*	*31%*
													a			
Agree	**834**	199	159	190	77	**	117	68	81	57	**	223	**	90	745	89
	42%	*42%*	*41%*	*45%*	*38%*	**	*46%*	*43%*	*47%*	*42%*	**	*46%*	**	*45%*	*42%*	*39%*
Agree very strongly	**488**	128	103	89	46	**	40	39	31	37	**	96	**	41	453	35
	24%	*27%*	*27%*	*21%*	*23%*	**	*16%*	*25%*	*18%*	*27%*	**	*20%*	**	*20%*	*26%*	*15%*
								a		**ac**					b	
Don't Know (DO NOT READ OUT)	**10**	2	-	-	*	**	2	-	2	-	**	4	**	*	6	4
	1%	**%*	*-%*	*-%*	**%*	**	*1%*	*-%*	*1%*	*-%*	**	*1%*	**	**%*	**%*	*2%*
																a
NET: Agree	**1322**	327	262	280	123	**	157	107	112	94	**	319	**	131	1198	124
	66%	*69%*	*68%*	*66%*	*61%*	**	*61%*	*67%*	*64%*	*69%*	**	*65%*	**	*65%*	*68%*	*55%*
		d													b	
NET: Disagree	**137**	26	27	21	22	**	19	13	16	10	**	45	**	12	110	28
	7%	*5%*	*7%*	*5%*	*11%*	**	*7%*	*8%*	*9%*	*7%*	**	*9%*	**	*6%*	*6%*	*12%*
					ac											a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	2000	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	2000	1450	50	492	243	1432	69	486	249	323	1288	145	1
Disagree very strongly	31	18	4	4	6	18	4	4	6	7	13	6	**
	2%	1%	8%	1%	2%	1%	6%	1%	2%	2%	1%	4%	**
			a				a					b	
Disagree	106	75	-	32	16	72	4	35	14	15	63	15	**
	5%	5%	-%	7%	7%	5%	5%	7%	6%	5%	5%	10%	**
												ab	
Neither Agree nor disagree	531	387	13	117	79	379	20	119	77	100	345	43	**
	27%	27%	25%	24%	32%	26%	30%	24%	31%	31%	27%	30%	**
					a								
Agree	834	609	23	226	102	603	29	218	110	131	536	48	**
	42%	42%	45%	46%	42%	42%	42%	45%	44%	41%	42%	33%	**
											c		
Agree very strongly	488	358	11	112	36	358	12	111	38	69	331	32	**
	24%	25%	23%	23%	15%	25%	17%	23%	15%	21%	26%	22%	**
				b				b					
Don't Know (DO NOT READ OUT)	10	2	-	*	4	2	-	*	4	1	1	-	**
	1%	*%	-%	*%	2%	*%	-%	*%	2%	*%	*%	-%	**
					a				a				
NET: Agree	1322	968	34	339	138	961	41	329	148	201	866	80	**
	66%	67%	67%	69%	57%	67%	59%	68%	59%	62%	67%	55%	**
				b				b			c		
NET: Disagree	137	93	4	36	22	89	8	38	20	22	76	22	**
	7%	6%	8%	7%	9%	6%	11%	8%	8%	7%	6%	15%	**
												ab	

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	2000	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	2000	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Disagree very strongly	31	4	6	4	**	7	5	4	**	16	6	6	14	11	**
	2%	1%	1%	4%	**	1%	1%	2%	**	1%	1%	1%	1%	1%	**
				b											
Disagree	106	19	46	16	**	34	33	11	**	67	56	40	54	52	**
	5%	7%	6%	15%	**	6%	7%	6%	**	5%	7%	7%	5%	6%	**
				ab											a
Neither Agree nor disagree	531	73	207	19	**	135	125	42	**	357	224	134	311	234	**
	27%	26%	28%	17%	**	26%	27%	24%	**	27%	27%	23%	26%	26%	**
		c	c										c	c	
Agree	834	107	321	34	**	234	188	73	**	556	361	272	517	394	**
	42%	38%	44%	31%	**	44%	41%	42%	**	42%	43%	46%	44%	43%	**
			c									a			
Agree very strongly	488	78	155	36	**	114	107	46	**	340	186	133	281	219	**
	24%	28%	21%	33%	**	22%	23%	26%	**	25%	22%	23%	24%	24%	**
		b		b											ab
Don't Know (DO NOT READ OUT)	10	2	2	-	**	4	2	-	**	1	2	2	2	2	**
	1%	1%	*%	-%	**	1%	*%	-%	**	*%	*%	*%	*%	*%	**
NET: Agree	1322	185	475	71	**	349	295	118	**	896	547	405	798	613	**
	66%	65%	65%	64%	**	66%	64%	68%	**	67%	65%	69%	68%	67%	**
NET: Disagree	137	23	52	21	**	41	37	15	**	82	62	46	68	64	**
	7%	8%	7%	19%	**	8%	8%	8%	**	6%	7%	8%	6%	7%	**
				ab											

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Disagree very strongly	31	*	2	5	4	2	11	9	1	**	**	**	26	21	26	26	31
	2%	*%	1%	1%	4%	2%	1%	1%	1%	**	**	**	1%	1%	1%	2%	2%
				a	ab	a											
Disagree	106	29	20	19	7	9	52	48	6	**	**	**	100	79	100	78	102
	5%	7%	7%	5%	8%	11%	5%	5%	7%	**	**	**	5%	5%	5%	5%	5%
Neither Agree nor disagree	531	105	70	97	17	16	305	232	27	**	**	**	485	387	488	396	507
	27%	26%	24%	28%	17%	18%	26%	25%	36%	**	**	**	26%	26%	26%	26%	26%
				d													
Agree	834	177	132	146	39	37	501	414	31	**	**	**	771	643	776	658	816
	42%	44%	45%	41%	40%	43%	43%	44%	41%	**	**	**	42%	43%	42%	44%	42%
Agree very strongly	488	88	65	84	31	22	282	231	11	**	**	**	458	347	459	344	475
	24%	22%	22%	24%	32%	26%	24%	25%	15%	**	**	**	25%	23%	25%	23%	25%
Don't Know (DO NOT READ OUT)	10	2	2	2	-	-	2	2	-	**	**	**	7	4	7	5	8
	1%	*%	1%	1%	-%	-%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%
NET: Agree	1322	265	197	229	69	59	783	646	42	**	**	**	1229	990	1235	1002	1292
	66%	66%	68%	65%	71%	69%	68%	69%	56%	**	**	**	67%	67%	67%	67%	67%
NET: Disagree	137	29	22	24	11	11	64	57	6	**	**	**	126	100	126	103	132
	7%	7%	8%	7%	11%	13%	6%	6%	8%	**	**	**	7%	7%	7%	7%	7%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Disagree very strongly	**31**	22	26	10	**	9	12	14	10	6	**	4	6	5	15	11
	2%	*2%*	*1%*	*2%*	**	*1%*	*15%* a	*4%* b	*1%*	*2%*	**	*4%*	*2%*	*2%*	*1%*	*3%* b
Disagree	**106**	57	90	19	**	50	13	34	65	22	**	10	21	14	65	25
	5%	*5%*	*5%*	*5%*	**	*3%*	*16%* a	*10%* b	*4%*	*6%*	**	*10%*	*6%*	*6%*	*4%*	*8%* b
Neither Agree nor disagree	**531**	284	494	107	**	346	29	104	395	113	**	24	106	63	368	100
	27%	*26%*	*27%*	*26%*	**	*22%*	*36%* a	*32%* b	*25%*	*31%*	**	*25%*	*32%*	*28%*	*25%*	*31%* b
Agree	**834**	481	781	163	**	715	15	120	679	149	**	48	126	94	618	119
	42%	*43%*	*42%*	*40%*	**	*45%* b	*18%*	*37%*	*43%* a	*40%*	**	*49%*	*38%*	*42%*	*43%*	*37%*
Agree very strongly	**488**	258	462	105	**	455	9	53	420	75	**	11	67	48	378	61
	24%	*23%*	*25%*	*26%*	**	*29%* b	*11%*	*16%*	*27%* a	*20%*	**	*12%*	*20%*	*21%*	*26%* c	*19%*
Don't Know (DO NOT READ OUT)	**10**	5	7	2	**	4	3	3	4	4	**	-	4	-	8	2
	1%	*%*	*%*	*1%*	**	*%*	*4%* a	*1%* b	*%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	*1%*
NET: Agree	**1322**	739	1243	268	**	1170	23	173	1099	224	**	59	193	142	996	180
	66%	*67%*	*67%*	*66%*	**	*74%* b	*29%*	*53%*	*70%* a	*61%*	**	*61%*	*58%*	*63%*	*69%* c	*57%*
NET: Disagree	**137**	79	117	28	**	59	25	48	76	28	**	14	27	19	80	36
	7%	*7%*	*6%*	*7%*	**	*4%*	*31%* a	*15%* b	*5%*	*8%*	**	*14%*	*8%*	*9%*	*5%*	*11%* b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Disagree very strongly	**31**	9	4	18	22	8
	2%	*3%*	*3%*	*1%*	*2%*	*1%*
		c			b	
Disagree	**106**	18	18	70	70	36
	5%	*7%*	*14%*	*4%*	*7%*	*4%*
			ac		b	
Neither Agree nor disagree	**531**	93	45	391	293	238
	27%	*34%*	*33%*	*25%*	*27%*	*26%*
		c	c			
Agree	**834**	92	47	682	456	378
	42%	*34%*	*35%*	*43%*	*42%*	*41%*
				a		
Agree very strongly	**488**	54	20	413	231	257
	24%	*20%*	*15%*	*26%*	*21%*	*28%*
				ab		a
Don't Know (DO NOT READ OUT)	**10**	4	-	6	3	7
	1%	*1%*	*-%*	**%*	**%*	*1%*
		c				
NET: Agree	**1322**	145	68	1095	687	635
	66%	*54%*	*50%*	*69%*	*64%*	*69%*
				ab		a
NET: Disagree	**137**	27	23	87	93	44
	7%	*10%*	*17%*	*6%*	*9%*	*5%*
		c	c		b	

Columns Tested: a,b,c - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	2000	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	2000	179	168	152	207	177	116	119	144	237	174	198	128
Disagree very strongly	31	7	5	2	2	2	2	1	5	2	3	1	*
	2%	4%	3%	1%	1%	1%	2%	1%	4%	1%	1%	*%	*%
		ikl	k						k				
Disagree	106	12	13	5	15	8	8	5	8	11	5	13	2
	5%	7%	8%	3%	7%	5%	7%	5%	6%	5%	3%	6%	2%
		l	l		l		l						
Neither Agree nor disagree	531	47	50	52	61	70	17	40	31	56	45	34	28
	27%	26%	30%	34%	30%	40%	15%	33%	22%	23%	26%	17%	22%
		fk	fk	fhikl	fk	adfhijkl		fhikl			fk		
Agree	834	68	50	61	84	71	62	51	65	100	78	93	51
	42%	38%	30%	40%	41%	40%	54%	43%	45%	42%	45%	47%	40%
					b		abcdeil	b	b	b	b	b	
Agree very strongly	488	46	51	32	44	26	26	21	34	68	40	58	43
	24%	26%	30%	21%	21%	15%	22%	17%	24%	29%	23%	29%	34%
		e	eg						e	eg		eg	cdefgj
Don't Know (DO NOT READ OUT)	10	-	-	-	-	*	-	2	1	2	3	-	2
	1%	-%	-%	-%	-%	*%	-%	2%	*%	1%	2%	-%	2%
											d		d
NET: Agree	1322	114	101	93	128	97	88	71	99	167	118	151	95
	66%	64%	60%	61%	62%	55%	76%	60%	69%	71%	68%	76%	74%
							abcdeg		e	beg	e	abcdeg	bcdeg
NET: Disagree	137	19	18	7	17	10	11	6	13	12	8	13	3
	7%	10%	11%	5%	8%	6%	9%	5%	9%	5%	5%	7%	2%
		cijl	jl		l		l		l				

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Disagree very strongly	**31**	14	6	7	3
	2%	*3%*	*1%*	*1%*	*1%*
		d			
Disagree	**106**	30	32	25	20
	5%	*6%*	*6%*	*5%*	*4%*
Neither Agree nor disagree	**531**	148	149	126	108
	27%	*30%*	*30%*	*25%*	*22%*
		d	d		
Agree	**834**	179	217	215	222
	42%	*36%*	*43%*	*43%*	*44%*
			a	a	a
Agree very strongly	**488**	129	96	122	141
	24%	*26%*	*19%*	*24%*	*28%*
		b		b	b
Don't Know (DO NOT READ OUT)	**10**	-	*	4	6
	1%	*-%*	**%*	*1%*	*1%*
				ab	**ab**
NET: Agree	**1322**	308	313	338	363
	66%	*62%*	*63%*	*68%*	*73%*
					ab
NET: Disagree	**137**	44	38	32	24
	7%	*9%*	*8%*	*6%*	*5%*
		d			

Columns Tested: a,b,c,d

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Increase	**224**	213	8	2	2	**	11	82	47	14	2	12
	11%	*11%*	*15%*	*11%*	*13%*	**	*14%*	*13%*	*11%*	*12%*	*5%*	*19%*
			a									**bd**
Stay about the same	**1452**	1399	34	11	8	**	53	471	337	73	30	34
	73%	*73%*	*66%*	*67%*	*67%*	**	*67%*	*75%*	*75%*	*62%*	*71%*	*56%*
		bf						**ce**	**ce**			
Decrease	**318**	303	9	3	2	**	15	79	64	31	10	14
	16%	*16%*	*18%*	*21%*	*20%*	**	*19%*	*12%*	*14%*	*26%*	*24%*	*24%*
										ab	a	**ab**
Don't Know (DO NOT READ OUT)	**5**	5	1	*	-	**	1	-	-	-	-	-
	%	*%*	*1%*	*1%*	*-%*	**	*1%*	*-%*	*-%*	*-%*	*-%*	*-%*
			a									

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Increase	**224**	23	26	42	8	11	24	20	23	17	193	9	12	10
	11%	*13%*	*17%*	*12%*	*10%*	*6%*	*8%*	*10%*	*15%*	*12%*	*11%*	*9%*	*13%*	*11%*
			ef						**ef**				**ef**	
Stay about the same	**1452**	125	105	248	55	132	234	143	106	99	1248	67	70	67
	73%	*73%*	*69%*	*74%*	*72%*	*77%*	*75%*	*73%*	*68%*	*66%*	*73%*	*73%*	*74%*	*71%*
Decrease	**318**	23	20	44	13	28	52	34	27	34	274	16	11	17
	16%	*14%*	*13%*	*13%*	*16%*	*16%*	*17%*	*17%*	*17%*	*23%*	*16%*	*17%*	*12%*	*18%*
										cl				l
Don't Know (DO NOT READ OUT)	**5**	-	-	*	2	2	*	-	-	*	4	1	1	-
	****%***	*-%*	*-%*	**%*	*2%*	*1%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	*1%*	*-%*
					cfjm									

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Increase	**224**	32	17	40	**	9	23	22	23	21	193	9	13	10
	11%	*16%*	*14%*	*13%*	**	*6%*	*7%*	*13%*	*14%*	*12%*	*11%*	*9%*	*13%*	*11%*
		efk		**ef**				f	**ef**		f		**ef**	
Stay about the same	**1452**	150	89	233	**	118	253	120	111	118	1238	72	76	67
	73%	*73%*	*72%*	*74%*	**	*79%*	*74%*	*71%*	*69%*	*67%*	*73%*	*73%*	*76%*	*71%*
						i								
Decrease	**318**	23	18	40	**	21	66	28	27	36	274	16	11	17
	16%	*11%*	*14%*	*13%*	**	*14%*	*19%*	*16%*	*17%*	*21%*	*16%*	*16%*	*11%*	*18%*
					l		**al**			**acl**				l
Don't Know (DO NOT READ OUT)	**5**	-	-	*	**	2	*	-	-	*	2	2	1	-
	%	-%	-%	*%	**	*1%*	*%*	-%	-%	*%	*%	*2%*	*1%*	-%
						j						**cfjm**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Increase	**224**	**	29	**	7	99	5	5	74	185	40	191	33	216	8
	11%	**	*14%*	**	*4%*	*17%*	*6%*	*6%*	*9%*	*11%*	*10%*	*11%*	*18%*	*11%*	*7%*
			cd			**cdfgh**			d				a		
Stay about the same	**1452**	**	148	**	113	400	64	66	595	1169	283	1331	121	1356	96
	73%	**	*69%*	**	*71%*	*69%*	*82%*	*80%*	*75%*	*72%*	*74%*	*73%*	*67%*	*72%*	*86%*
							be	e	e			b			a
Decrease	**318**	**	36	**	39	80	9	11	127	259	59	293	25	312	6
	16%	**	*17%*	**	*24%*	*14%*	*12%*	*14%*	*16%*	*16%*	*15%*	*16%*	*14%*	*17%*	*5%*
					efh									b	
Don't Know (DO NOT READ OUT)	**5**	**	-	**	1	*	-	-	3	3	2	4	2	4	2
	%	**	*-%*	**	**%*	**%*	*-%*	*-%*	**%*	**%*	*1%*	**%*	*1%*	**%*	*2%*
		bdefgh											a		a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Increase	224	48	63	113	105	88	28	**	**	**	**	**	193	32	15	90	120
	11%	*4%*	*19%*	*24%*	*7%*	*25%*	*58%*	**	**	**	**	**	*10%*	*58%*	*2%*	*11%*	*30%*
			a	a		ai	abi						a	abi		a	ab
Stay about the same	1452	921	199	307	1225	210	13	**	**	**	**	**	1435	17	626	599	227
	73%	*78%*	*61%*	*66%*	*77%*	*61%*	*28%*	**	**	**	**	**	*74%*	*30%*	*83%*	*71%*	*57%*
		bc			bcj	cj							bcj		bc	c	
Decrease	318	204	64	42	264	48	7	**	**	**	**	**	312	7	109	155	55
	16%	*17%*	*20%*	*9%*	*17%*	*14%*	*14%*	**	**	**	**	**	*16%*	*13%*	*14%*	*18%*	*14%*
		c	c													c	
Don't Know (DO NOT READ OUT)	5	3	*	-	5	*	-	**	**	**	**	**	5	-	4	1	*
	%	*%*	*%*	-%	*%*	*%*	-%	**	**	**	**	**	*%*	-%	*1%*	*%*	*%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Increase	**224**	144	138	174	159	69	153	141	14	**	**	**	**	**	146	**	**	**	**	**	**	**
	11%	*10%*	*16%*	*12%*	*22%*	*14%*	*13%*	*10%*	*19%*	**	**	**	**	**	*21%*	**	**	**	**	**	**	**
			acf		**abcef**	a	a		a	a	a											
Stay about the same	**1452**	998	567	1070	467	324	819	992	48	**	**	**	**	**	452	**	**	**	**	**	**	**
	73%	*72%*	*66%*	*71%*	*64%*	*65%*	*69%*	*72%*	*68%*	**	**	**	**	**	*64%*	**	**	**	**	**	**	**
		bde		**bde**			d	d	d													
Decrease	**318**	237	157	254	109	102	205	236	9	**	**	**	**	**	108	**	**	**	**	**	**	**
	16%	*17%*	*18%*	*17%*	*15%*	*21%*	*17%*	*17%*	*12%*	**	**	**	**	**	*15%*	**	**	**	**	**	**	**
						cd																
Don't Know (DO NOT READ OUT)	**5**	3	*	3	*	1	3	3	*	**	**	**	**	**	*	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	*%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Increase	**224**	22	37	63	50	**	31	19	44	61	**	121	**	29	172	52
	11%	*5%*	*10%*	*15%*	*25%*	**	*12%*	*12%*	*25%*	*44%*	**	*25%*	**	*14%*	*10%*	*23%*
			a	**ab**	**abc**				**ab**	**abc**		c				a
Stay about the same	**1452**	371	287	288	113	**	186	121	98	57	**	290	**	143	1315	135
	73%	*78%*	*74%*	*69%*	*56%*	**	*73%*	*76%*	*56%*	*42%*	**	*59%*	**	*71%*	*74%*	*60%*
		cd	d	d			**cd**	**cd**	d				a	a	b	
Decrease	**318**	81	63	69	38	**	38	19	32	19	**	78	**	29	280	39
	16%	*17%*	*16%*	*16%*	*19%*	**	*15%*	*12%*	*19%*	*14%*	**	*16%*	**	*14%*	*16%*	*17%*
Don't Know (DO NOT READ OUT)	**5**	2	*	*	1	**	*	*	-	-	**	*	**	*	5	-
	****%***	**%*	**%*	**%*	**%*	**	**%*	**%*	*-%*	*-%*	**	**%*	**	**%*	**%*	*-%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Increase	**224**	159	15	99	60	155	20	95	63	54	129	24	**
	11%	*11%*	*31%*	*20%*	*25%*	*11%*	*29%*	*20%*	*26%*	*17%*	*10%*	*16%*	**
			a				a			b		b	
Stay about the same	**1452**	1045	25	320	146	1033	36	318	148	212	938	79	**
	73%	*72%*	*49%*	*65%*	*60%*	*72%*	*53%*	*65%*	*60%*	*66%*	*73%*	*54%*	**
		b				b				c	**ac**		
Decrease	**318**	243	10	73	36	241	13	72	37	57	219	42	**
	16%	*17%*	*20%*	*15%*	*15%*	*17%*	*18%*	*15%*	*15%*	*18%*	*17%*	*29%*	**
												ab	
Don't Know (DO NOT READ OUT)	**5**	3	-	*	-	3	-	*	-	*	3	-	**
	%	*%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*-%*	*%*	*%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Increase	**224**	58	109	27	**	126	93	62	**	131	130	127	133	116	**
	11%	*21%*	*15%*	*24%*	**	*24%*	*20%*	*36%*	**	*10%*	*16%*	*22%*	*11%*	*13%*	**
		b		b				**ab**			a	**ab**			**ab**
Stay about the same	**1452**	175	490	58	**	329	291	77	**	976	557	371	857	632	**
	73%	*62%*	*67%*	*52%*	**	*62%*	*64%*	*44%*	**	*73%*	*67%*	*63%*	*73%*	*69%*	**
			c			c	c			**bc**			c	c	
Decrease	**318**	50	137	26	**	74	74	35	**	226	148	89	187	164	**
	16%	*18%*	*19%*	*23%*	**	*14%*	*16%*	*20%*	**	*17%*	*18%*	*15%*	*16%*	*18%*	**
								a							
Don't Know (DO NOT READ OUT)	**5**	*	*	-	**	*	*	-	**	3	*	*	2	1	**
	****%***	**%*	**%*	*-%*	**	**%*	**%*	*-%*	**	**%*	**%*	**%*	**%*	**%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Increase	**224**	90	63	89	43	31	138	119	9	**	**	**	213	179	215	189	220
	11%	*23%*	*22%*	*25%*	*45%*	*36%*	*12%*	*13%*	*12%*	**	**	**	*12%*	*12%*	*12%*	*13%*	*11%*
					abc	**abc**					a						
Stay about the same	**1452**	248	178	212	38	40	844	650	34	**	**	**	1329	1046	1335	1070	1403
	73%	*62%*	*61%*	*60%*	*39%*	*47%*	*73%*	*69%*	*44%*	**	**	**	*72%*	*71%*	*72%*	*71%*	*72%*
		de	**de**	**de**			b										
Decrease	**318**	62	50	51	16	15	172	165	33	**	**	**	300	253	301	245	311
	16%	*15%*	*17%*	*14%*	*16%*	*17%*	*15%*	*18%*	*44%*	**	**	**	*16%*	*17%*	*16%*	*16%*	*16%*
									c								
Don't Know (DO NOT READ OUT)	**5**	*	*	*	-	-	*	3	-	**	**	**	5	3	5	3	5
	%	*%*	*%*	*%*	-%	-%	*%*	*%*	-%	**	**	**	*%*	*%*	*%*	*%*	*%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Increase	224	140	215	68	**	161	10	59	141	89	**	36	71	224	-	-
	11%	13%	12%	17%	**	10%	12%	18%	9%	24%	**	37%	21%	100%	-%	-%
				ab				b				b		bc		
Stay about the same	1452	763	1342	268	**	1186	51	207	1193	217	**	49	204	-	1452	-
	73%	69%	72%	66%	**	75%	62%	63%	76%	59%	**	50%	62%	-%	100%	-%
			c			b			a				a		ac	
Decrease	318	205	299	69	**	227	20	63	234	63	**	13	55	-	-	318
	16%	18%	16%	17%	**	14%	25%	19%	15%	17%	**	13%	17%	-%	-%	100%
							a									ab
Don't Know (DO NOT READ OUT)	5	*	5	-	**	5	-	-	5	-	**	-	-	-	-	-
	*%	*%	*%	-%	**	*%	-%	-%	*%	-%	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Increase	**224**	75	30	120	106	118
	11%	*28%*	*22%*	*8%*	*10%*	*13%*
		c	c			a
Stay about the same	**1452**	151	84	1204	708	744
	73%	*56%*	*62%*	*76%*	*66%*	*80%*
				ab		a
Decrease	**318**	43	21	250	260	59
	16%	*16%*	*15%*	*16%*	*24%*	*6%*
					b	
Don't Know (DO NOT READ OUT)	**5**	1	-	5	1	4
	****%***	**%*	*-%*	**%*	**%*	**%*

Columns Tested: a,b,c - a,b

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Increase	**224**	30	22	21	20	29	13	7	10	14	22	19	17
	11%	*17%*	*13%*	*14%*	*10%*	*16%*	*12%*	*6%*	*7%*	*6%*	*13%*	*9%*	*13%*
		dghik	**gi**	**ghi**		**ghi**					**gi**		**gi**
Stay about the same	**1452**	127	123	109	157	117	90	85	113	179	116	148	88
	73%	*71%*	*73%*	*72%*	*76%*	*66%*	*77%*	*71%*	*79%*	*76%*	*67%*	*75%*	*69%*
					ej		e		**ej**	e			
Decrease	**318**	23	24	22	29	31	13	26	20	42	35	32	23
	16%	*13%*	*14%*	*14%*	*14%*	*17%*	*11%*	*22%*	*14%*	*18%*	*20%*	*16%*	*18%*
								af			**af**		
Don't Know (DO NOT READ OUT)	**5**	-	-	-	*	1	*	2	1	2	*	-	-
	****%***	*-%*	*-%*	*-%*	**%*	*1%*	**%*	*2%*	**%*	*1%*	**%*	*-%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Increase	**224**	73	62	31	58
	11%	*15%*	*12%*	*6%*	*12%*
		c	c		c
Stay about the same	**1452**	359	364	377	352
	73%	*72%*	*73%*	*75%*	*70%*
Decrease	**318**	68	73	88	90
	16%	*14%*	*15%*	*18%*	*18%*
Don't Know (DO NOT READ OUT)	**5**	-	1	4	*
	%	*-%*	*%*	*1%*	*%*
				a	

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 133

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	229	143	62	13	11	-	86	51	39	14	4	31
Weighted total	224	213	8	2	2	-	11	82	47	14	2	12
Parcels and packets	112	108	2	**	**	**	4	40	**	**	**	**
	50%	51%	30%	**	**	**	32%	48%	**	**	**	**
		bf										
Letters	69	64	3	**	**	**	5	22	**	**	**	**
	31%	30%	41%	**	**	**	44%	27%	**	**	**	**
							a					
Large letters	59	56	2	**	**	**	3	23	**	**	**	**
	26%	26%	28%	**	**	**	28%	28%	**	**	**	**
Order fulfilment (sending ordered goods to customers)	31	31	1	**	**	**	1	14	**	**	**	**
	14%	14%	7%	**	**	**	5%	17%	**	**	**	**
		f						e	e			
Other everyday correspondence, such as invoices, one off bills etc.	26	24	1	**	**	**	2	7	**	**	**	**
	12%	11%	12%	**	**	**	17%	8%	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	13	13	*	**	**	**	*	4	**	**	**	**
	6%	6%	3%	**	**	**	2%	5%	**	**	**	**
												b
Publications, such as magazines, periodicals, customer newsletters	9	9	*	**	**	**	*	4	**	**	**	**
	4%	4%	1%	**	**	**	1%	5%	**	**	**	**
												b
Advertising and promotional material, such as catalogues, brochures and direct mail	7	6	*	**	**	**	*	3	**	**	**	**
	3%	3%	3%	**	**	**	4%	4%	**	**	**	**
Other (PLEASE SPECIFY)	3	3	-	**	**	**	-	2	**	**	**	**
	1%	1%	-%	**	**	**	-%	3%	**	**	**	**
None of these (DO NOT READ OUT)	11	10	1	**	**	**	1	2	**	**	**	**
	5%	5%	11%	**	**	**	9%	3%	**	**	**	**
Don't Know (DO NOT READ OUT)	2	2	*	**	**	**	*	2	**	**	**	**
	1%	1%	2%	**	**	**	2%	2%	**	**	**	**
Refused (DO NOT READ OUT)	-	-	-	**	**	**	-	-	**	**	**	**
	-%	-%	-%	**	**	**	-%	-%	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	229	18	14	33	4	12	20	12	22	16	151	19	34	25
Weighted total	224	23	26	42	8	11	24	20	23	17	193	9	12	10
Parcels and packets	112	**	**	**	**	**	**	**	**	**	99	**	**	**
	50%	**	**	**	**	**	**	**	**	**	*51%*	**	**	**
Letters	69	**	**	**	**	**	**	**	**	**	61	**	**	**
	31%	**	**	**	**	**	**	**	**	**	*32%*	**	**	**
Large letters	59	**	**	**	**	**	**	**	**	**	50	**	**	**
	26%	**	**	**	**	**	**	**	**	**	*26%*	**	**	**
Order fulfilment (sending ordered goods to customers)	31	**	**	**	**	**	**	**	**	**	29	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	26	**	**	**	**	**	**	**	**	**	22	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*12%*	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	13	**	**	**	**	**	**	**	**	**	11	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
Publications, such as magazines, periodicals, customer newsletters	9	**	**	**	**	**	**	**	**	**	9	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
None of these (DO NOT READ OUT)	11	**	**	**	**	**	**	**	**	**	8	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	229	23	10	33	5	11	18	12	20	16	148	20	35	26
Weighted total	224	32	17	40	6	9	23	22	23	21	193	9	13	10
Parcels and packets	112	**	**	**	**	**	**	**	**	**	99	**	**	**
	50%	**	**	**	**	**	**	**	**	**	*51%*	**	**	**
Letters	69	**	**	**	**	**	**	**	**	**	61	**	**	**
	31%	**	**	**	**	**	**	**	**	**	*31%*	**	**	**
Large letters	59	**	**	**	**	**	**	**	**	**	50	**	**	**
	26%	**	**	**	**	**	**	**	**	**	*26%*	**	**	**
Order fulfilment (sending ordered goods to customers)	31	**	**	**	**	**	**	**	**	**	29	**	**	**
	14%	**	**	**	**	**	**	**	**	**	*15%*	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	26	**	**	**	**	**	**	**	**	**	22	**	**	**
	12%	**	**	**	**	**	**	**	**	**	*11%*	**	**	**
											c		c	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	13	**	**	**	**	**	**	**	**	**	11	**	**	**
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	**
Publications, such as magazines, periodicals, customer newsletters	9	**	**	**	**	**	**	**	**	**	9	**	**	**
	4%	**	**	**	**	**	**	**	**	**	*5%*	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
None of these (DO NOT READ OUT)	11	**	**	**	**	**	**	**	**	**	8	**	**	**
	5%	**	**	**	**	**	**	**	**	**	*4%*	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	-	**	**	**
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	229	4	27	2	20	75	5	13	79	177	52	202	27	224	5
Weighted total	224	3	29	1	7	99	5	5	74	185	40	191	33	216	8
Parcels and packets	112	**	**	**	**	61	**	**	25	84	27	99	**	106	**
	50%	**	**	**	**	61% h	**	**	33%	46%	69% a	52%	**	49%	**
Letters	69	**	**	**	**	15	**	**	43	64	5	53	**	66	**
	31%	**	**	**	**	15%	**	**	59% e	35% b	14%	28%	**	30%	**
Large letters	59	**	**	**	**	14	**	**	32	51	7	46	**	56	**
	26%	**	**	**	**	15%	**	**	44% e	28%	19%	24%	**	26%	**
Order fulfilment (sending ordered goods to customers)	31	**	**	**	**	20	**	**	6	25	6	29	**	31	**
	14%	**	**	**	**	21% h	**	**	8%	13%	16%	15%	**	14%	**
Other everyday correspondence, such as invoices, one off bills etc.	26	**	**	**	**	5	**	**	13	15	11	16	**	24	**
	12%	**	**	**	**	5%	**	**	17% e	8%	27% a	8%	**	11%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	13	**	**	**	**	3	**	**	9	9	4	7	**	13	**
	6%	**	**	**	**	3%	**	**	12% e	5%	10%	3%	**	6%	**
Publications, such as magazines, periodicals, customer newsletters	9	**	**	**	**	-	**	**	9	5	4	5	**	7	**
	4%	**	**	**	**	-%	**	**	12% e	3%	10% a	3%	**	3%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	7	**	**	**	**	1	**	**	6	7	*	4	**	7	**
	3%	**	**	**	**	1%	**	**	8% e	4%	*%	2%	**	3%	**
Other (PLEASE SPECIFY)	3	**	**	**	**	2	**	**	1	3	-	3	**	3	**
	1%	**	**	**	**	2%	**	**	1%	2%	-%	2%	**	1%	**
None of these (DO NOT READ OUT)	11	**	**	**	**	8	**	**	2	10	1	8	**	11	**
	5%	**	**	**	**	8%	**	**	3%	5%	2%	4%	**	5%	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	-	**	**	2	2	-	*	**	2	**
	1%	**	**	**	**	-%	**	**	3%	1%	-%	*%	**	1%	**
Refused (DO NOT READ OUT)	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	229	65	55	108	104	93	26	5	1	-	-	-	197	32	21	83	125
Weighted total	224	48	63	113	105	88	28	4	*	-	-	-	193	32	15	90	120
Parcels and packets	112	20	22	70	39	48	**	**	**	**	**	**	87	**	**	34	72
	50%	*41%*	*35%*	*62%*	*38%*	*55%*	**	**	**	**	**	**	*45%*	**	**	*37%*	*61%*
				ab		a								abi			b
Letters	69	21	28	20	51	17	**	**	**	**	**	**	67	**	**	40	19
	31%	*43%*	*45%*	*18%*	*48%*	*19%*	**	**	**	**	**	**	*35%*	**	**	*45%*	*16%*
		c	c		bij								bj			c	
Large letters	59	15	14	30	33	20	**	**	**	**	**	**	52	**	**	29	26
	26%	*31%*	*23%*	*26%*	*31%*	*23%*	**	**	**	**	**	**	*27%*	**	**	*32%*	*22%*
Order fulfilment (sending ordered goods to customers)	31	3	10	18	11	16	**	**	**	**	**	**	27	**	**	9	20
	14%	*6%*	*16%*	*16%*	*10%*	*18%*	**	**	**	**	**	**	*14%*	**	**	*10%*	*17%*
Other everyday correspondence, such as invoices, one off bills etc.	26	7	16	3	18	7	**	**	**	**	**	**	26	**	**	13	8
	12%	*16%*	*25%*	*3%*	*18%*	*8%*	**	**	**	**	**	**	*13%*	**	**	*15%*	*6%*
		c	c		j								j			c	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	13	1	7	6	6	8	**	**	**	**	**	**	13	**	**	6	8
	6%	*1%*	*12%*	*5%*	*6%*	*9%*	**	**	**	**	**	**	*7%*	**	**	*6%*	*6%*
			a														
Publications, such as magazines, periodicals, customer newsletters	9	*	4	5	4	5	**	**	**	**	**	**	9	**	**	2	5
	4%	*%*	*6%*	*4%*	*4%*	*5%*	**	**	**	**	**	**	*5%*	**	**	*2%*	*4%*
Advertising and promotional material, such as catalogues, brochures and direct mail	7	1	3	3	4	3	**	**	**	**	**	**	7	**	**	4	3
	3%	*2%*	*5%*	*3%*	*4%*	*3%*	**	**	**	**	**	**	*3%*	**	**	*4%*	*3%*
Other (PLEASE SPECIFY)	3	-	1	2	1	2	**	**	**	**	**	**	3	**	**	1	2
	1%	*-%*	*1%*	*2%*	*1%*	*3%*	**	**	**	**	**	**	*1%*	**	**	*1%*	*2%*
None of these (DO NOT READ OUT)	11	4	4	3	8	2	**	**	**	**	**	**	11	**	**	8	2
	5%	*8%*	*6%*	*2%*	*8%*	*3%*	**	**	**	**	**	**	*6%*	**	**	*9%*	*2%*
																c	
Don't Know (DO NOT READ OUT)	2	-	2	*	2	*	**	**	**	**	**	**	2	**	**	2	*
	1%	*-%*	*3%*	*%*	*2%*	*%*	**	**	**	**	**	**	*1%*	**	**	*2%*	*%*
Refused (DO NOT READ OUT)	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	*-%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**229**	164	154	188	149	93	175	142	16	9	15	2	4	-	134	6	5	3	1	-	-	1
Weighted total	**224**	144	138	174	159	69	153	141	14	7	8	3	3	-	146	6	4	3	*	-	-	*
Parcels and packets	**112**	62	63	77	101	27	80	66	**	**	**	**	**	**	87	**	**	**	**	**	**	**
	50%	*43%*	*45%*	*44%*	*63%*	*40%*	*52%*	*47%*	**	**	**	**	**	**	*60%*	**	**	**	**	**	**	**
					abcef																	
Letters	**69**	64	48	64	44	30	47	40	**	**	**	**	**	**	42	**	**	**	**	**	**	**
	31%	*45%*	*35%*	*37%*	*28%*	*44%*	*31%*	*28%*	**	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
		df				**df**																
Large letters	**59**	43	54	57	44	24	39	40	**	**	**	**	**	**	40	**	**	**	**	**	**	**
	26%	*30%*	*39%*	*32%*	*28%*	*35%*	*25%*	*28%*	**	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
			df																			
Order fulfilment (sending ordered goods to customers)	**31**	8	16	16	21	8	27	16	**	**	**	**	**	**	21	**	**	**	**	**	**	**
	14%	*5%*	*11%*	*9%*	*13%*	*12%*	*18%*	*11%*	**	**	**	**	**	**	*14%*	**	**	**	**	**	**	**
					a		**ac**															
Other everyday correspondence, such as invoices, one off bills etc.	**26**	19	11	19	13	13	24	19	**	**	**	**	**	**	13	**	**	**	**	**	**	**
	12%	*13%*	*8%*	*11%*	*8%*	*19%*	*16%*	*13%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
						bd	b															
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**13**	11	9	11	10	11	11	10	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	6%	*7%*	*6%*	*6%*	*6%*	*17%*	*7%*	*7%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
						abcdf																
Publications, such as magazines, periodicals, customer newsletters	**9**	9	9	9	9	7	7	9	**	**	**	**	**	**	9	**	**	**	**	**	**	**
	4%	*6%*	*6%*	*5%*	*5%*	*10%*	*5%*	*6%*	**	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**7**	6	6	6	6	7	3	6	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	3%	*4%*	*4%*	*4%*	*4%*	*10%*	*2%*	*4%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
						cf																
Other (PLEASE SPECIFY)	**3**	3	3	3	3	1	3	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	**11**	6	5	6	7	3	8	6	**	**	**	**	**	**	7	**	**	**	**	**	**	**
	5%	*4%*	*4%*	*3%*	*4%*	*5%*	*5%*	*4%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	**2**	2	*	2	*	*	*	2	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	*2%*	*%*	*1%*	*%*	*%*	*%*	*2%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 133 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	d	*e	*a	*b	c	d	*e	a	*b	c	a	b
Unweighted total	229	24	31	64	68	1	27	20	41	56	5	108	5	34	179	50
Weighted total	224	22	37	63	50	2	31	19	44	61	4	121	7	29	172	52
Parcels and packets	112	**	**	35	16	**	**	**	**	45	**	89	**	**	72	**
	50%	**	**	55%	31%	**	**	**	**	73%	**	74%	**	**	42%	**
				d								c				a
Letters	69	**	**	16	25	**	**	**	**	6	**	17	**	**	65	**
	31%	**	**	25%	49%	**	**	**	**	11%	**	14%	**	**	37%	**
					c									a	b	
Large letters	59	**	**	14	23	**	**	**	**	10	**	26	**	**	57	**
	26%	**	**	23%	46%	**	**	**	**	17%	**	22%	**	**	33%	**
					c									a	b	
Order fulfilment (sending ordered goods to customers)	31	**	**	9	2	**	**	**	**	4	**	21	**	**	27	**
	14%	**	**	14%	5%	**	**	**	**	7%	**	18%	**	**	15%	**
									d			c				
Other everyday correspondence, such as invoices, one off bills etc.	26	**	**	8	1	**	**	**	**	*	**	6	**	**	24	**
	12%	**	**	12%	3%	**	**	**	**	*%	**	5%	**	**	14%	**
				d					d					a	b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	13	**	**	4	4	**	**	**	**	2	**	4	**	**	13	**
	6%	**	**	6%	8%	**	**	**	**	4%	**	3%	**	**	8%	**
															b	
Publications, such as magazines, periodicals, customer newsletters	9	**	**	2	3	**	**	**	**	-	**	4	**	**	9	**
	4%	**	**	3%	6%	**	**	**	**	-%	**	3%	**	**	5%	**
														a		
Advertising and promotional material, such as catalogues, brochures and direct mail	7	**	**	-	6	**	**	**	**	*	**	*	**	**	7	**
	3%	**	**	-%	12%	**	**	**	**	*%	**	*%	**	**	4%	**
					c									a		
Other (PLEASE SPECIFY)	3	**	**	1	2	**	**	**	**	2	**	2	**	**	3	**
	1%	**	**	1%	5%	**	**	**	**	4%	**	2%	**	**	2%	**
None of these (DO NOT READ OUT)	11	**	**	3	*	**	**	**	**	4	**	7	**	**	5	**
	5%	**	**	5%	*%	**	**	**	**	6%	**	6%	**	**	3%	**
																a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	d	*e	*a	*b	c	d	*e	a	*b	c	a	b
Unweighted total	**229**	24	31	64	68	1	27	20	41	56	5	108	5	34	179	50
Weighted total	**224**	22	37	63	50	2	31	19	44	61	4	121	7	29	172	52
Don't Know (DO NOT READ OUT)	**2**	**	**	*	*	**	**	**	**	-	**	-	**	**	2	**
	1%	**	**	*%	*%	**	**	**	**	-%	**	-%	**	**	*1%*	**
Refused (DO NOT READ OUT)	**-**	**	**	-	-	**	**	**	**	-	**	-	**	**	-	**
	-%	**	**	-%	-%	**	**	**	**	-%	**	-%	**	**	-%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	*c	*d
Unweighted total	**229**	173	15	93	56	169	19	90	59	67	150	28	1
Weighted total	**224**	159	15	99	60	155	20	95	63	54	129	24	1
Parcels and packets	**112**	69	**	52	49	65	**	50	50	33	55	**	**
	50%	*44%*	**	*53%*	*81%* a	*42%*	**	*53%*	*79%* a	*61%* b	*43%*	**	**
Letters	**69**	60	**	35	9	60	**	35	9	20	58	**	**
	31%	*38%*	**	*35%* b	*15%*	*39%*	**	*36%* b	*14%*	*38%*	*45%*	**	**
Large letters	**59**	56	**	38	6	56	**	36	8	16	40	**	**
	26%	*35%*	**	*38%* b	*10%*	*36%*	**	*38%* b	*12%*	*30%*	*31%*	**	**
Order fulfilment (sending ordered goods to customers)	**31**	16	**	17	5	14	**	15	6	5	8	**	**
	14%	*10%*	**	*17%*	*8%*	*9%*	**	*16%*	*10%*	*9%*	*6%*	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**26**	19	**	9	5	19	**	7	6	10	19	**	**
	12%	*12%*	**	*9%*	*8%*	*13%*	**	*7%*	*10%*	*18%*	*15%*	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**13**	11	**	10	-	11	**	10	-	5	11	**	**
	6%	*7%*	**	*10%* b	*-%*	*7%*	**	*10%* b	*-%*	*9%*	*8%*	**	**
Publications, such as magazines, periodicals, customer newsletters	**9**	9	**	9	-	9	**	9	-	4	9	**	**
	4%	*6%*	**	*9%* b	*-%*	*6%*	**	*9%* b	*-%*	*7%*	*7%*	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**7**	6	**	6	*	6	**	6	*	3	6	**	**
	3%	*4%*	**	*6%*	*%*	*4%*	**	*6%*	*%*	*6%*	*5%*	**	**
Other (PLEASE SPECIFY)	**3**	3	**	3	-	3	**	3	-	-	3	**	**
	1%	*2%*	**	*3%*	*-%*	*2%*	**	*3%*	*-%*	*-%*	*2%*	**	**
None of these (DO NOT READ OUT)	**11**	3	**	1	6	3	**	1	6	1	5	**	**
	5%	*2%*	**	*1%*	*10%* a	*2%*	**	*1%*	*9%* a	*2%*	*4%*	**	**
Don't Know (DO NOT READ OUT)	**2**	2	**	*	-	2	**	*	-	*	2	**	**
	1%	*1%*	**	*%*	*-%*	*1%*	**	*%*	*-%*	*%*	*2%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	***c**	***d**
Unweighted total	**229**	173	15	93	56	169	19	90	59	67	150	28	1
Weighted total	**224**	159	15	99	60	155	20	95	63	54	129	24	1
Refused (DO NOT READ OUT)	**-**	-	**	-	-	-	**	-	-	-	-	**	**
	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	229	63	128	28	-	114	96	55	3	152	144	121	147	131	11
Weighted total	224	58	109	27	-	126	93	62	*	131	130	127	133	116	6
Parcels and packets	112	30	50	**	**	86	56	48	**	54	60	75	60	46	**
	50%	52%	46%	**	**	69%	61%	77%	**	41%	46%	59%	45%	40%	**
								b				ab			
Letters	69	23	39	**	**	38	27	5	**	62	45	38	52	48	**
	31%	40%	36%	**	**	30%	30%	9%	**	47%	35%	30%	39%	41%	**
						c	c			bc					
Large letters	59	27	43	**	**	35	30	14	**	43	53	41	47	47	**
	26%	46%	39%	**	**	28%	33%	22%	**	33%	41%	33%	35%	41%	**
Order fulfilment (sending ordered goods to customers)	31	5	13	**	**	15	13	14	**	7	16	19	11	11	**
	14%	9%	12%	**	**	12%	14%	22%	**	5%	12%	15%	8%	10%	**
											a	a			
Other everyday correspondence, such as invoices, one off bills etc.	26	3	11	**	**	13	8	6	**	19	11	11	17	13	**
	12%	5%	10%	**	**	10%	8%	10%	**	15%	8%	9%	13%	11%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	13	3	9	**	**	10	7	4	**	11	9	9	9	9	**
	6%	5%	8%	**	**	8%	8%	6%	**	8%	7%	7%	7%	7%	**
Publications, such as magazines, periodicals, customer newsletters	9	2	9	**	**	9	7	2	**	9	9	9	7	7	**
	4%	4%	8%	**	**	7%	7%	3%	**	7%	7%	7%	5%	6%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	7	3	6	**	**	6	6	*	**	6	6	6	6	6	**
	3%	5%	6%	**	**	5%	7%	*%	**	5%	5%	5%	5%	5%	**
Other (PLEASE SPECIFY)	3	-	3	**	**	-	3	1	**	3	3	3	1	3	**
	1%	-%	3%	**	**	-%	3%	1%	**	2%	2%	2%	*%	2%	**
None of these (DO NOT READ OUT)	11	*	5	**	**	7	1	1	**	3	3	5	3	3	**
	5%	1%	5%	**	**	6%	1%	1%	**	3%	2%	4%	3%	2%	**
Don't Know (DO NOT READ OUT)	2	*	*	**	**	*	-	-	**	2	*	*	2	-	**
	1%	*%	*%	**	**	*%	-%	-%	**	2%	*%	*%	2%	-%	**
Refused (DO NOT READ OUT)	-	-	-	**	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**229**	88	59	84	32	23	150	131	12	4	11	4	220	195	222	200	225
Weighted total	**224**	90	63	89	43	31	138	119	9	3	12	5	213	179	215	189	220
Parcels and packets	**112**	49	33	62	**	**	67	49	**	**	**	**	106	85	106	95	109
	50%	*54%*	*53%*	*69%*	**	**	*48%*	*41%*	**	**	**	**	*50%*	*48%*	*49%*	*50%*	*50%*
				a	ab												
Letters	**69**	31	23	26	**	**	50	51	**	**	**	**	69	59	69	58	67
	31%	*35%*	*37%*	*29%*	**	**	*37%*	*42%*	**	**	**	**	*32%*	*33%*	*32%*	*31%*	*30%*
		d	d														
Large letters	**59**	34	29	26	**	**	50	46	**	**	**	**	55	54	57	52	56
	26%	*38%*	*46%*	*29%*	**	**	*36%*	*39%*	**	**	**	**	*26%*	*30%*	*26%*	*28%*	*26%*
			c														
Order fulfilment (sending ordered goods to customers)	**31**	13	11	11	**	**	15	13	**	**	**	**	29	25	29	26	31
	14%	*15%*	*17%*	*12%*	**	**	*11%*	*11%*	**	**	**	**	*14%*	*14%*	*14%*	*14%*	*14%*
Other everyday correspondence, such as invoices, one off bills etc.	**26**	10	8	11	**	**	17	13	**	**	**	**	26	20	26	22	26
	12%	*11%*	*12%*	*13%*	**	**	*12%*	*11%*	**	**	**	**	*12%*	*11%*	*12%*	*12%*	*12%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**13**	7	7	7	**	**	8	9	**	**	**	**	11	7	11	9	13
	6%	*8%*	*12%*	*7%*	**	**	*6%*	*7%*	**	**	**	**	*5%*	*4%*	*5%*	*5%*	*6%*
			d														
Publications, such as magazines, periodicals, customer newsletters	**9**	9	7	6	**	**	7	7	**	**	**	**	9	7	9	7	9
	4%	*10%*	*11%*	*7%*	**	**	*5%*	*6%*	**	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**7**	6	6	*	**	**	6	6	**	**	**	**	6	6	6	6	7
	3%	*7%*	*9%*	*%*	**	**	*4%*	*5%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
		c	c														
Other (PLEASE SPECIFY)	**3**	1	3	1	**	**	1	3	**	**	**	**	3	1	3	1	3
	1%	*1%*	*5%*	*1%*	**	**	*%*	*2%*	**	**	**	**	*1%*	*%*	*1%*	*%*	*1%*
None of these (DO NOT READ OUT)	**11**	5	-	3	**	**	4	3	**	**	**	**	10	9	10	10	11
	5%	*5%*	*-%*	*4%*	**	**	*3%*	*3%*	**	**	**	**	*5%*	*5%*	*5%*	*5%*	*5%*
Don't Know (DO NOT READ OUT)	**2**	-	-	*	**	**	2	-	**	**	**	**	2	*	2	2	2
	1%	*-%*	*-%*	*%*	**	**	*1%*	*-%*	**	**	**	**	*1%*	*%*	*1%*	*1%*	*1%*
Refused (DO NOT READ OUT)	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 133 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	*b	*c
Unweighted total	**229**	149	220	70	2	168	7	61	147	81	4	33	66	229	-	-
Weighted total	**224**	140	215	68	2	161	10	59	141	89	5	36	71	224	-	-
Parcels and packets	**112**	78	107	38	**	76	**	28	65	64	**	**	50	112	**	**
	50%	*56%*	*50%*	*55%*	**	*47%*	**	*47%*	*46%*	*72%*	**	**	*70%*	*50%*	**	**
Letters	**69**	41	67	19	**	51	**	18	49	18	**	**	17	69	**	**
	31%	*29%*	*31%*	*28%*	**	*32%*	**	*30%*	*34%*	*20%*	**	**	*25%*	*31%*	**	**
Large letters	**59**	37	57	19	**	44	**	28	30	16	**	**	11	59	**	**
	26%	*26%*	*26%*	*29%*	**	*27%*	**	*47%* b	*21%*	*17%*	**	**	*16%*	*26%*	**	**
Order fulfilment (sending ordered goods to customers)	**31**	25	31	15	**	26	**	10	21	14	**	**	10	31	**	**
	14%	*18%*	*14%*	*22%*	**	*16%*	**	*17%*	*15%*	*16%*	**	**	*14%*	*14%*	**	**
Other everyday correspondence, such as invoices, one off bills etc.	**26**	19	26	8	**	26	**	4	22	11	**	**	8	26	**	**
	12%	*13%*	*12%*	*12%*	**	*16%*	**	*6%*	*16%*	*12%*	**	**	*11%*	*12%*	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**13**	6	11	5	**	13	**	*	13	-	**	**	-	13	**	**
	6%	*4%*	*5%*	*7%*	**	*8%*	**	*1%*	*9%* a	*-%*	**	**	*-%*	*6%*	**	**
Publications, such as magazines, periodicals, customer newsletters	**9**	4	9	2	**	9	**	-	9	2	**	**	2	9	**	**
	4%	*3%*	*4%*	*3%*	**	*5%*	**	*-%*	*6%* a	*2%*	**	**	*3%*	*4%*	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**7**	*	6	*	**	7	**	3	4	*	**	**	-	7	**	**
	3%	**%*	*3%*	**%*	**	*4%*	**	*5%*	*3%*	**%*	**	**	*-%*	*3%*	**	**
Other (PLEASE SPECIFY)	**3**	-	3	-	**	3	**	-	3	-	**	**	-	3	**	**
	1%	*-%*	*1%*	*-%*	**	*2%*	**	*-%*	*2%*	*-%*	**	**	*-%*	*1%*	**	**
None of these (DO NOT READ OUT)	**11**	3	10	2	**	8	**	1	7	7	**	**	5	11	**	**
	5%	*2%*	*5%*	*3%*	**	*5%*	**	*2%*	*5%*	*8%*	**	**	*8%*	*5%*	**	**
Don't Know (DO NOT READ OUT)	**2**	2	2	2	**	2	**	-	2	*	**	**	*	2	**	**
	1%	*2%*	*1%*	*3%*	**	*1%*	**	*-%*	*2%*	**%*	**	**	**%*	*1%*	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	**	-	**	-	-	-	**	**	-	-	**	**
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**229**	62	27	140	118	111
Weighted total	**224**	75	30	120	106	118
Parcels and packets	**112**	53	**	42	45	67
	50%	*71%*	**	*35%*	*42%*	*57%*
		c				a
Letters	**69**	8	**	54	37	33
	31%	*11%*	**	*45%*	*34%*	*28%*
				a		
Large letters	**59**	6	**	40	27	32
	26%	*8%*	**	*33%*	*25%*	*27%*
				a		
Order fulfilment (sending ordered goods to customers)	**31**	16	**	10	15	16
	14%	*22%*	**	*8%*	*14%*	*14%*
		c				
Other everyday correspondence, such as invoices, one off bills etc.	**26**	8	**	16	18	8
	12%	*10%*	**	*13%*	*17%*	*7%*
					b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**13**	-	**	11	6	7
	6%	*-%*	**	*9%*	*6%*	*6%*
				a		
Publications, such as magazines, periodicals, customer newsletters	**9**	-	**	7	2	7
	4%	*-%*	**	*6%*	*2%*	*6%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**7**	*	**	7	1	6
	3%	*%*	**	*6%*	*1%*	*5%*
						a
Other (PLEASE SPECIFY)	**3**	-	**	3	1	2
	1%	*-%*	**	*2%*	*1%*	*2%*
None of these (DO NOT READ OUT)	**11**	9	**	2	5	6
	5%	*12%*	**	*2%*	*4%*	*5%*
		c				
Don't Know (DO NOT READ OUT)	**2**	*	**	2	2	*
	1%	*%*	**	*2%*	*2%*	*%*
Refused (DO NOT READ OUT)	**-**	-	**	-	-	-
	-%	*-%*	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	229	28	18	25	27	25	17	12	12	18	16	16	15
Weighted total	224	30	22	21	20	29	13	7	10	14	22	19	17
Parcels and packets	112	**	**	**	**	**	**	**	**	**	**	**	**
	50%	**	**	**	**	**	**	**	**	**	**	**	**
Letters	69	**	**	**	**	**	**	**	**	**	**	**	**
	31%	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	59	**	**	**	**	**	**	**	**	**	**	**	**
	26%	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	31	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
Other everyday correspondence, such as invoices, one off bills etc.	26	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	13	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	9	**	**	**	**	**	**	**	**	**	**	**	**
	4%	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	7	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	11	**	**	**	**	**	**	**	**	**	**	**	**
	5%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know (DO NOT READ OUT)	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**229**	71	69	42	47
Weighted total	**224**	73	62	31	58
Parcels and packets	**112**	44	26	**	**
	50%	*60%*	*42%*	**	**
		b			
Letters	**69**	12	17	**	**
	31%	*17%*	*28%*	**	**
				a	a
Large letters	**59**	14	14	**	**
	26%	*20%*	*23%*	**	**
					a
Order fulfilment (sending ordered goods to customers)	**31**	15	4	**	**
	14%	*20%*	*7%*	**	**
		b			
Other everyday correspondence, such as invoices, one off bills etc.	**26**	8	3	**	**
	12%	*11%*	*5%*	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**13**	6	1	**	**
	6%	*9%*	*2%*	**	**
Publications, such as magazines, periodicals, customer newsletters	**9**	4	*	**	**
	4%	*5%*	*%*	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	**7**	-	1	**	**
	3%	-%	*1%*	**	**
					ab
Other (PLEASE SPECIFY)	**3**	-	1	**	**
	1%	-%	*1%*	**	**
None of these (DO NOT READ OUT)	**11**	5	5	**	**
	5%	*7%*	*8%*	**	**
Don't Know (DO NOT READ OUT)	**2**	-	*	**	**
	1%	-%	*%*	**	**
Refused (DO NOT READ OUT)	**-**	-	-	**	**
	-%	-%	-%	**	**

Columns Tested: a,b,c,d

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Table 134

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	c	*d	e
Unweighted total	338	203	83	33	19	-	135	54	54	38	16	32
Weighted total	318	303	9	3	2	-	15	79	64	31	10	14
Letters	176	169	4	**	**	**	7	47	32	**	**	**
	55%	56%	45%	**	**	**	44%	60%	50%	**	**	**
		f										c
Other everyday correspondence, such as invoices, one off bills etc.	131	125	4	**	**	**	6	32	22	**	**	**
	41%	41%	42%	**	**	**	40%	40%	35%	**	**	**
												b
Large letters	101	97	3	**	**	**	4	26	11	**	**	**
	32%	32%	29%	**	**	**	30%	34%	18%	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	56	52	2	**	**	**	4	7	11	**	**	**
	18%	17%	26%	**	**	**	26%	10%	17%	**	**	**
							a					a
Parcels and packets	52	51	1	**	**	**	1	13	12	**	**	**
	16%	17%	12%	**	**	**	9%	17%	18%	**	**	**
		c	c									
Advertising and promotional material, such as catalogues, brochures and direct mail	39	37	1	**	**	**	2	11	7	**	**	**
	12%	12%	9%	**	**	**	11%	14%	10%	**	**	**
Publications, such as magazines, periodicals, customer newsletters	35	33	1	**	**	**	2	10	7	**	**	**
	11%	11%	10%	**	**	**	11%	13%	10%	**	**	**
								c				
Order fulfilment (sending ordered goods to customers)	23	23	*	**	**	**	1	7	7	**	**	**
	7%	8%	4%	**	**	**	4%	9%	10%	**	**	**
									c			
Goods / business supplies / large packets ordered via lorry	-	-	-	**	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	**
Legal / accounts documents / tax forms	-	-	-	**	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	**
Other (PLEASE SPECIFY)	3	3	-	**	**	**	-	3	-	**	**	**
	1%	1%	-%	**	**	**	-%	4%	-%	**	**	**
None of these (DO NOT READ OUT)	38	35	2	**	**	**	3	2	12	**	**	**
	12%	11%	23%	**	**	**	19%	2%	19%	**	**	**
			a						ae	ae		

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	c	*d	e
Unweighted total	**338**	203	83	33	19	-	135	54	54	38	16	32
Weighted total	**318**	303	9	3	2	-	15	79	64	31	10	14
Don't Know (DO NOT READ OUT)	**6**	6	*	**	**	**	*	2	-	**	**	**
	2%	*2%*	*1%*	**	**	**	*3%*	*2%*	*-%*	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	**	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	338	18	12	35	9	21	45	24	21	25	210	40	33	55
Weighted total	318	23	20	44	13	28	52	34	27	34	274	16	11	17
Letters	176	**	**	**	**	**	**	**	**	**	156	**	**	9
	55%	**	**	**	**	**	**	**	**	**	*57%*	**	**	*50%*
							ck				k			
Other everyday correspondence, such as invoices, one off bills etc.	131	**	**	**	**	**	**	**	**	**	113	**	**	8
	41%	**	**	**	**	**	**	**	**	**	*41%*	**	**	*44%*
							cjk							
Large letters	101	**	**	**	**	**	**	**	**	**	87	**	**	5
	32%	**	**	**	**	**	**	**	**	**	*32%*	**	**	*30%*
							c							
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	56	**	**	**	**	**	**	**	**	**	45	**	**	5
	18%	**	**	**	**	**	**	**	**	**	*17%*	**	**	*31%*
														j
Parcels and packets	52	**	**	**	**	**	**	**	**	**	47	**	**	2
	16%	**	**	**	**	**	**	**	**	**	*17%*	**	**	*13%*
Advertising and promotional material, such as catalogues, brochures and direct mail	39	**	**	**	**	**	**	**	**	**	32	**	**	3
	12%	**	**	**	**	**	**	**	**	**	*12%*	**	**	*18%*
Publications, such as magazines, periodicals, customer newsletters	35	**	**	**	**	**	**	**	**	**	30	**	**	2
	11%	**	**	**	**	**	**	**	**	**	*11%*	**	**	*11%*
Order fulfilment (sending ordered goods to customers)	23	**	**	**	**	**	**	**	**	**	20	**	**	2
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	*10%*
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	*-%*
Legal / accounts documents / tax forms	-	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	*-%*
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	**	3	**	**	-
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*-%*
None of these (DO NOT READ OUT)	38	**	**	**	**	**	**	**	**	**	27	**	**	2
	12%	**	**	**	**	**	**	**	**	**	*10%*	**	**	*9%*
				fjm								fjm	j	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	**338**	18	12	35	9	21	45	24	21	25	210	40	33	55
Weighted total	**318**	23	20	44	13	28	52	34	27	34	274	16	11	17
Don't Know (DO NOT READ OUT)	**6**	**	**	**	**	**	**	**	**	**	6	**	**	-
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	-%
Refused (DO NOT READ OUT)	**-**	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	338	16	10	30	10	17	55	21	22	28	209	40	34	55
Weighted total	318	23	18	40	15	21	66	28	27	36	274	16	11	17
Letters	176	**	**	**	**	**	39	**	**	**	156	**	**	9
	55%	**	**	**	**	**	*60%*	**	**	**	*57%*	**	**	*50%*
							k				k			
Other everyday correspondence, such as invoices, one off bills etc.	131	**	**	**	**	**	32	**	**	**	113	**	**	8
	41%	**	**	**	**	**	*48%*	**	**	**	*41%*	**	**	*44%*
Large letters	101	**	**	**	**	**	29	**	**	**	87	**	**	5
	32%	**	**	**	**	**	*45%*	**	**	**	*32%*	**	**	*30%*
							c							
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	56	**	**	**	**	**	8	**	**	**	45	**	**	5
	18%	**	**	**	**	**	*13%*	**	**	**	*17%*	**	**	*31%*
														fj
Parcels and packets	52	**	**	**	**	**	11	**	**	**	47	**	**	2
	16%	**	**	**	**	**	*17%*	**	**	**	*17%*	**	**	*13%*
Advertising and promotional material, such as catalogues, brochures and direct mail	39	**	**	**	**	**	8	**	**	**	32	**	**	3
	12%	**	**	**	**	**	*13%*	**	**	**	*12%*	**	**	*18%*
Publications, such as magazines, periodicals, customer newsletters	35	**	**	**	**	**	4	**	**	**	30	**	**	2
	11%	**	**	**	**	**	*7%*	**	**	**	*11%*	**	**	*11%*
Order fulfilment (sending ordered goods to customers)	23	**	**	**	**	**	*	**	**	**	20	**	**	2
	7%	**	**	**	**	**	*%*	**	**	**	*7%*	**	**	*10%*
				fjl							f	f		f
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	-	**	**	**	-	**	**	-
	-%	**	**	**	**	**	*-%*	**	**	**	*-%*	**	**	*-%*
Legal / accounts documents / tax forms	-	**	**	**	**	**	-	**	**	**	-	**	**	-
	-%	**	**	**	**	**	*-%*	**	**	**	*-%*	**	**	*-%*
Other (PLEASE SPECIFY)	3	**	**	**	**	**	-	**	**	**	3	**	**	-
	1%	**	**	**	**	**	*-%*	**	**	**	*1%*	**	**	*-%*
None of these (DO NOT READ OUT)	38	**	**	**	**	**	6	**	**	**	27	**	**	2
	12%	**	**	**	**	**	*9%*	**	**	**	*10%*	**	**	*9%*
												cfjm	j	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	338	16	10	30	10	17	55	21	22	28	209	40	34	55
Weighted total	318	23	18	40	15	21	66	28	27	36	274	16	11	17
Don't Know (DO NOT READ OUT)	6	**	**	**	**	**	*	**	**	**	6	**	**	-
	2%	**	**	**	**	**	*%	**	**	**	2%	**	**	-%
Refused (DO NOT READ OUT)	-	**	**	**	**	**	-	**	**	**	-	**	**	-
	-%	**	**	**	**	**	-%	**	**	**	-%	**	**	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	338	8	48	7	38	75	9	10	140	252	86	302	36	331	7
Weighted total	318	5	36	7	39	80	9	11	127	259	59	293	25	312	6
Letters	176	**	**	**	**	47	**	**	70	145	31	165	**	170	**
	55%	**	**	**	**	60%	**	**	55%	56%	52%	56%	**	55%	**
					b	b									
Other everyday correspondence, such as invoices, one off bills etc.	131	**	**	**	**	28	**	**	46	109	22	115	**	128	**
	41%	**	**	**	**	35%	**	**	36%	42%	37%	39%	**	41%	**
			deh										a		
Large letters	101	**	**	**	**	26	**	**	43	90	11	91	**	98	**
	32%	**	**	**	**	33%	**	**	34%	35%	19%	31%	**	31%	**
					b	b			b	b					
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	56	**	**	**	**	10	**	**	28	53	4	49	**	54	**
	18%	**	**	**	**	13%	**	**	22%	20%	6%	17%	**	17%	**
										b					
Parcels and packets	52	**	**	**	**	21	**	**	12	46	7	44	**	52	**
	16%	**	**	**	**	26%	**	**	9%	18%	12%	15%	**	17%	**
						dh							a		
Advertising and promotional material, such as catalogues, brochures and direct mail	39	**	**	**	**	12	**	**	13	36	3	34	**	38	**
	12%	**	**	**	**	15%	**	**	10%	14%	6%	11%	**	12%	**
										b					
Publications, such as magazines, periodicals, customer newsletters	35	**	**	**	**	1	**	**	21	33	2	29	**	34	**
	11%	**	**	**	**	2%	**	**	17%	13%	3%	10%	**	11%	**
			e						e	b					
Order fulfilment (sending ordered goods to customers)	23	**	**	**	**	10	**	**	4	22	1	21	**	23	**
	7%	**	**	**	**	12%	**	**	3%	9%	2%	7%	**	8%	**
					h	h				b					
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Legal / accounts documents / tax forms	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**
Other (PLEASE SPECIFY)	3	**	**	**	**	3	**	**	-	3	-	3	**	3	**
	1%	**	**	**	**	4%	**	**	-%	1%	-%	1%	**	1%	**
						h									

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		***a**	b	***c**	d	e	***f**	***g**	h	a	b	a	b	a	***b**
Unweighted total	**338**	8	48	7	38	75	9	10	140	252	86	302	36	331	7
Weighted total	**318**	5	36	7	39	80	9	11	127	259	59	293	25	312	6
None of these (DO NOT READ OUT)	**38**	**	**	**	**	6	**	**	16	29	8	35	**	38	**
	12%	**	**	**	**	*7%*	**	**	*12%*	*11%*	*14%*	*12%*	**	*12%*	**
Don't Know (DO NOT READ OUT)	**6**	**	**	**	**	*	**	**	6	6	-	6	**	6	**
	2%	**	**	**	**	**%*	**	**	*5%*	*2%*	*-%*	*2%*	**	*2%*	**
Refused (DO NOT READ OUT)	**-**	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	*-%*	**	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 -<£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	338	226	57	49	261	62	15	-	-	-	-	-	323	15	89	172	77
Weighted total	318	204	64	42	264	48	7	-	-	-	-	-	312	7	109	155	55
Letters	176	126	37	**	155	19	**	**	**	**	**	**	173	**	75	80	21
	55%	62%	58%	**	59%	39%	**	**	**	**	**	**	56%	**	68%	52%	39%
		c	c		b								b		bc		
Other everyday correspondence, such as invoices, one off bills etc.	131	94	20	**	109	21	**	**	**	**	**	**	131	**	37	72	22
	41%	46%	31%	**	41%	45%	**	**	**	**	**	**	42%	**	34%	47%	40%
		bc															
Large letters	101	63	17	**	87	13	**	**	**	**	**	**	100	**	36	51	14
	32%	31%	26%	**	33%	28%	**	**	**	**	**	**	32%	**	33%	33%	26%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	56	43	7	**	50	6	**	**	**	**	**	**	56	**	13	37	6
	18%	21%	12%	**	19%	12%	**	**	**	**	**	**	18%	**	12%	24%	11%
		c														ac	
Parcels and packets	52	30	5	**	44	6	**	**	**	**	**	**	51	**	22	22	8
	16%	15%	8%	**	17%	14%	**	**	**	**	**	**	16%	**	20%	14%	15%
				b													
Advertising and promotional material, such as catalogues, brochures and direct mail	39	30	3	**	36	2	**	**	**	**	**	**	38	**	15	21	3
	12%	15%	5%	**	14%	5%	**	**	**	**	**	**	12%	**	14%	14%	5%
		b														c	
Publications, such as magazines, periodicals, customer newsletters	35	25	6	**	34	1	**	**	**	**	**	**	35	**	8	26	1
	11%	12%	10%	**	13%	1%	**	**	**	**	**	**	11%	**	7%	17%	1%
		c			b								b			ac	
Order fulfilment (sending ordered goods to customers)	23	21	-	**	21	2	**	**	**	**	**	**	23	**	11	10	2
	7%	10%	-%	**	8%	4%	**	**	**	**	**	**	7%	**	10%	7%	4%
		b															
Goods / business supplies / large packets ordered via lorry	-	-	-	**	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	**	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%
Other (PLEASE SPECIFY)	3	-	-	**	-	3	**	**	**	**	**	**	3	**	-	-	3
	1%	-%	-%	**	-%	6%	**	**	**	**	**	**	1%	**	-%	-%	5%
				ab		ai											ab
None of these (DO NOT READ OUT)	38	27	5	**	32	4	**	**	**	**	**	**	36	**	15	17	6
	12%	13%	8%	**	12%	8%	**	**	**	**	**	**	11%	**	14%	11%	10%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**338**	226	57	49	261	62	15	-	-	-	-	-	323	15	89	172	77
Weighted total	**318**	204	64	42	264	48	7	-	-	-	-	-	312	7	109	155	55
Don't Know (DO NOT READ OUT)	**6**	*	4	**	6	*	**	**	**	**	**	**	6	**	*	6	*
	2%	**%*	*6%*	**	*2%*	**%*	**	**	**	**	**	**	*2%*	**	**%*	*4%*	**%*
		a															
Refused (DO NOT READ OUT)	**-**	-	-	**	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**338**	264	180	277	120	123	226	251	14	7	4	1	-	-	118	1	1	-	-	-	-	-
Weighted total	**318**	237	157	254	109	102	205	236	9	4	4	1	-	-	108	1	*	-	-	-	-	-
Letters	**176**	143	81	148	41	55	116	138	**	**	**	**	**	**	41	**	**	**	**	**	**	**
	55%	*61%*	*52%*	*58%*	*38%*	*53%*	*57%*	*58%*	**	**	**	**	**	**	*38%*	**	**	**	**	**	**	**
		d	d	d		d	d															
Other everyday correspondence, such as invoices, one off bills etc.	**131**	93	70	98	58	52	94	92	**	**	**	**	**	**	58	**	**	**	**	**	**	**
	41%	*39%*	*45%*	*39%*	*53%*	*50%*	*46%*	*39%*	**	**	**	**	**	**	*54%*	**	**	**	**	**	**	**
					ac	**ac**																
Large letters	**101**	77	63	84	36	33	71	79	**	**	**	**	**	**	36	**	**	**	**	**	**	**
	32%	*33%*	*40%*	*33%*	*33%*	*33%*	*35%*	*33%*	**	**	**	**	**	**	*33%*	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**56**	40	27	43	20	27	37	38	**	**	**	**	**	**	20	**	**	**	**	**	**	**
	18%	*17%*	*17%*	*17%*	*18%*	*27%*	*18%*	*16%*	**	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
						abc																
Parcels and packets	**52**	33	27	39	27	11	28	35	**	**	**	**	**	**	27	**	**	**	**	**	**	**
	16%	*14%*	*17%*	*15%*	*25%*	*11%*	*14%*	*15%*	**	**	**	**	**	**	*25%*	**	**	**	**	**	**	**
					acef																	
Advertising and promotional material, such as catalogues, brochures and direct mail	**39**	25	17	27	14	12	23	24	**	**	**	**	**	**	14	**	**	**	**	**	**	**
	12%	*10%*	*11%*	*11%*	*13%*	*12%*	*11%*	*10%*	**	**	**	**	**	**	*13%*	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	**35**	30	21	32	10	14	24	28	**	**	**	**	**	**	10	**	**	**	**	**	**	**
	11%	*13%*	*14%*	*13%*	*9%*	*14%*	*12%*	*12%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	**23**	14	6	14	5	5	10	14	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	7%	*6%*	*4%*	*6%*	*5%*	*5%*	*5%*	*6%*	**	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Legal / accounts documents / tax forms	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**3**	3	-	3	3	3	3	-	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	*1%*	*-%*	*1%*	*3%*	*3%*	*1%*	*-%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
					b	b																
None of these (DO NOT READ OUT)	**38**	27	19	31	8	5	14	30	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	12%	*11%*	*12%*	*12%*	*8%*	*5%*	*7%*	*13%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
				e																		

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**338**	264	180	277	120	123	226	251	14	7	4	1	-	-	118	1	1	-	-	-	-	-
Weighted total	**318**	237	157	254	109	102	205	236	9	4	4	1	-	-	108	1	*	-	-	-	-	-
Don't Know (DO NOT READ OUT)	**6**	5	4	5	*	*	4	5	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*2%*	**%*	**%*	*2%*	*2%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	-%	-%	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 134 (continuation)

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	*d	*e	a	*b	c	a	b
Unweighted total	**338**	65	72	80	58	2	39	26	36	19	-	72	7	41	299	39
Weighted total	**318**	81	63	69	38	2	38	19	32	19	-	78	2	29	280	39
Letters	**176**	48	46	32	20	**	**	**	**	**	**	28	**	**	154	**
	55%	*59%*	*73%*	*47%*	*53%*	**	**	**	**	**	**	*36%*	**	**	*55%*	**
			cd													
Other everyday correspondence, such as invoices, one off bills etc.	**131**	29	29	19	20	**	**	**	**	**	**	42	**	**	115	**
	41%	*35%*	*45%*	*28%*	*52%*	**	**	**	**	**	**	*53%*	**	**	*41%*	**
			c		c											
Large letters	**101**	23	18	26	16	**	**	**	**	**	**	28	**	**	90	**
	32%	*28%*	*28%*	*38%*	*43%*	**	**	**	**	**	**	*35%*	**	**	*32%*	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**56**	11	13	7	12	**	**	**	**	**	**	17	**	**	44	**
	18%	*14%*	*20%*	*11%*	*30%*	**	**	**	**	**	**	*21%*	**	**	*16%*	**
					ac											a
Parcels and packets	**52**	16	3	9	11	**	**	**	**	**	**	23	**	**	43	**
	16%	*19%*	*5%*	*14%*	*28%*	**	**	**	**	**	**	*29%*	**	**	*15%*	**
		b			**bc**											
Advertising and promotional material, such as catalogues, brochures and direct mail	**39**	9	6	3	10	**	**	**	**	**	**	12	**	**	32	**
	12%	*11%*	*9%*	*4%*	*25%*	**	**	**	**	**	**	*15%*	**	**	*11%*	**
					abc											
Publications, such as magazines, periodicals, customer newsletters	**35**	10	10	2	9	**	**	**	**	**	**	7	**	**	28	**
	11%	*13%*	*15%*	*4%*	*25%*	**	**	**	**	**	**	*9%*	**	**	*10%*	**
		c	c		c											
Order fulfilment (sending ordered goods to customers)	**23**	8	6	*	*	**	**	**	**	**	**	5	**	**	16	**
	7%	*10%*	*9%*	*%*	*%*	**	**	**	**	**	**	*6%*	**	**	*6%*	**
		cd	**cd**													a
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-	**	**	**	**	**	**	-	**	**	-	**
	-%	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	**
Legal / accounts documents / tax forms	**-**	-	-	-	-	**	**	**	**	**	**	-	**	**	-	**
	-%	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	*-%*	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	***d**	***e**	a	***b**	c	a	b
Unweighted total	**338**	65	72	80	58	2	39	26	36	19	-	72	7	41	299	39
Weighted total	**318**	81	63	69	38	2	38	19	32	19	-	78	2	29	280	39
Other (PLEASE SPECIFY)	**3**	-	-	-	3	**	**	**	**	**	**	3	**	**	3	**
	1%	-%	-%	-%	*8%*	**	**	**	**	**	**	*4%*	**	**	*1%*	**
					abc											
None of these (DO NOT READ OUT)	**38**	12	8	9	1	**	**	**	**	**	**	5	**	**	32	**
	12%	*14%*	*13%*	*13%*	*3%*	**	**	**	**	**	**	*6%*	**	**	*11%*	**
		d		d												
Don't Know (DO NOT READ OUT)	**6**	-	*	4	*	**	**	**	**	**	**	-	**	**	6	**
	2%	-%	**%*	*6%*	**%*	**	**	**	**	**	**	-%	**	**	*2%*	**
				a												
Refused (DO NOT READ OUT)	**-**	-	-	-	-	**	**	**	**	**	**	-	**	**	-	**
	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	338	268	9	80	40	266	11	78	42	69	252	59	-
Weighted total	318	243	10	73	36	241	13	72	37	57	219	42	-
Letters	176	141	**	24	**	140	**	24	**	33	133	22	**
	55%	58%	**	33%	**	58%	**	33%	**	59%	61%	52%	**
Other everyday correspondence, such as invoices, one off bills etc.	131	92	**	43	**	90	**	41	**	27	85	19	**
	41%	38%	**	59%	**	37%	**	56%	**	48%	39%	44%	**
Large letters	101	84	**	28	**	83	**	28	**	23	69	14	**
	32%	34%	**	39%	**	35%	**	39%	**	41%	31%	33%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	56	39	**	13	**	37	**	13	**	10	38	7	**
	18%	16%	**	17%	**	15%	**	18%	**	18%	17%	17%	**
Parcels and packets	52	38	**	18	**	38	**	20	**	13	29	7	**
	16%	16%	**	25%	**	16%	**	27%	**	23% b	13%	18%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	39	25	**	12	**	25	**	12	**	7	23	7	**
	12%	10%	**	16%	**	10%	**	16%	**	12%	10%	16%	**
Publications, such as magazines, periodicals, customer newsletters	35	26	**	7	**	26	**	7	**	8	28	7	**
	11%	11%	**	10%	**	11%	**	10%	**	13%	13%	15%	**
Order fulfilment (sending ordered goods to customers)	23	10	**	3	**	10	**	3	**	7	12	3	**
	7%	4%	**	4%	**	4%	**	4%	**	13% b	5%	6%	**
Goods / business supplies / large packets ordered via lorry	-	-	**	-	**	-	**	-	**	-	-	-	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
Legal / accounts documents / tax forms	-	-	**	-	**	-	**	-	**	-	-	-	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
Other (PLEASE SPECIFY)	3	3	**	3	**	3	**	3	**	-	3	3	**
	1%	1%	**	4%	**	1%	**	4%	**	-%	1%	7% ab	**
None of these (DO NOT READ OUT)	38	29	**	4	**	29	**	4	**	7	23	10	**
	12%	12%	**	6%	**	12%	**	6%	**	13%	11%	23% b	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**338**	268	9	80	40	266	11	78	42	69	252	59	-
Weighted total	**318**	243	10	73	36	241	13	72	37	57	219	42	-
Don't Know (DO NOT READ OUT)	**6**	5	**	*	**	5	**	*	**	-	5	-	**
	2%	*2%*	**	**%*	**	*2%*	**	**%*	**	-%	*2%*	-%	**
Refused (DO NOT READ OUT)	**-**	-	**	-	**	-	**	-	**	-	-	-	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	338	57	160	31	-	76	87	37	-	255	172	95	216	200	5
Weighted total	318	50	137	26	-	74	74	35	-	226	148	89	187	164	3
Letters	176	24	71	**	**	23	29	**	**	135	77	28	111	90	**
	55%	48%	52%	**	**	31%	39%	**	**	59% c	52% c	32%	59%	55%	**
Other everyday correspondence, such as invoices, one off bills etc.	131	23	66	**	**	43	42	**	**	87	66	50	72	65	**
	41%	46%	48%	**	**	59%	57%	**	**	38%	45%	56% a	38%	39%	**
Large letters	101	17	57	**	**	21	24	**	**	77	63	34	70	56	**
	32%	34%	42%	**	**	29%	32%	**	**	34%	42%	38%	37%	34%	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	56	9	24	**	**	16	15	**	**	36	25	16	33	28	**
	18%	19%	18%	**	**	22%	21%	**	**	16%	17%	17%	18%	17%	**
Parcels and packets	52	14	22	**	**	20	13	**	**	33	27	26	27	26	**
	16%	28% b	16%	**	**	27%	17%	**	**	15%	18%	29% ab	14%	16%	**
Advertising and promotional material, such as catalogues, brochures and direct mail	39	7	15	**	**	11	9	**	**	23	15	12	21	17	**
	12%	14%	11%	**	**	15%	12%	**	**	10%	10%	13%	11%	10%	**
Publications, such as magazines, periodicals, customer newsletters	35	6	19	**	**	7	7	**	**	24	19	7	26	17	**
	11%	12%	14%	**	**	9%	9%	**	**	11%	13%	8%	14%	10%	**
Order fulfilment (sending ordered goods to customers)	23	5	5	**	**	4	3	**	**	10	4	3	8	5	**
	7%	11% b	4%	**	**	6%	3%	**	**	4%	2%	3%	4%	3%	**
Goods / business supplies / large packets ordered via lorry	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Legal / accounts documents / tax forms	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Other (PLEASE SPECIFY)	3	-	-	**	**	-	3	**	**	3	-	3	-	3	**
	1%	-%	-%	**	**	-%	4%	** a	**	1%	-%	3% b	-%	2%	**
None of these (DO NOT READ OUT)	38	7	13	**	**	6	4	**	**	27	16	8	23	16	**
	12%	13%	9%	**	**	8%	5%	** b	**	12%	11%	9%	12%	10%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	338	57	160	31	-	76	87	37	-	255	172	95	216	200	5
Weighted total	318	50	137	26	-	74	74	35	-	226	148	89	187	164	3
Don't Know (DO NOT READ OUT)	6	*	4	**	**	*	*	**	**	5	4	*	5	4	**
	2%	*%	3%	**	**	*%	*%	**	**	2%	3%	*%	2%	3%	**
Refused (DO NOT READ OUT)	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**338**	74	53	53	13	15	208	204	33	6	10	4	316	281	319	272	330
Weighted total	**318**	62	50	51	16	15	172	165	33	5	5	2	300	253	301	245	311
Letters	**176**	24	18	16	**	**	98	87	**	**	**	**	165	142	165	135	170
	55%	*39%*	*36%*	*32%*	**	**	*57%*	*53%*	**	**	**	**	*55%*	*56%*	*55%*	*55%*	*55%*
Other everyday correspondence, such as invoices, one off bills etc.	**131**	35	26	27	**	**	66	62	**	**	**	**	121	101	121	100	128
	41%	*56%*	*53%*	*54%*	**	**	*39%*	*38%*	**	**	**	**	*40%*	*40%*	*40%*	*41%*	*41%*
Large letters	**101**	24	13	21	**	**	58	56	**	**	**	**	94	75	94	69	98
	32%	*38%*	*26%*	*41%*	**	**	*34%*	*34%*	**	**	**	**	*31%*	*30%*	*31%*	*28%*	*32%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**56**	17	8	10	**	**	26	26	**	**	**	**	48	39	48	37	51
	18%	*27%*	*15%*	*20%*	**	**	*15%*	*16%*	**	**	**	**	*16%*	*15%*	*16%*	*15%*	*16%*
Parcels and packets	**52**	17	8	18	**	**	30	29	**	**	**	**	47	38	47	43	50
	16%	*27%*	*17%*	*35%*	**	**	*17%*	*18%*	**	**	**	**	*16%*	*15%*	*16%*	*18%*	*16%*
				b													
Advertising and promotional material, such as catalogues, brochures and direct mail	**39**	11	4	9	**	**	18	15	**	**	**	**	31	26	31	28	36
	12%	*17%*	*8%*	*18%*	**	**	*11%*	*9%*	**	**	**	**	*10%*	*10%*	*10%*	*12%*	*12%*
Publications, such as magazines, periodicals, customer newsletters	**35**	7	2	6	**	**	18	15	**	**	**	**	29	29	29	29	34
	11%	*11%*	*4%*	*12%*	**	**	*11%*	*9%*	**	**	**	**	*10%*	*11%*	*10%*	*12%*	*11%*
Order fulfilment (sending ordered goods to customers)	**23**	4	2	4	**	**	6	3	**	**	**	**	16	11	16	13	21
	7%	*7%*	*4%*	*8%*	**	**	*4%*	*2%*	**	**	**	**	*5%*	*4%*	*5%*	*5%*	*7%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**3**	-	3	-	**	**	-	3	**	**	**	**	3	3	3	3	3
	1%	*-%*	*6%*	*-%*	**	**	*-%*	*2%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
			a														
None of these (DO NOT READ OUT)	**38**	4	2	5	**	**	20	14	**	**	**	**	35	31	35	29	36
	12%	*6%*	*4%*	*10%*	**	**	*11%*	*9%*	**	**	**	**	*12%*	*12%*	*12%*	*12%*	*11%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**338**	74	53	53	13	15	208	204	33	6	10	4	316	281	319	272	330
Weighted total	**318**	62	50	51	16	15	172	165	33	5	5	2	300	253	301	245	311
Don't Know (DO NOT READ OUT)	**6**	*	*	-	**	**	5	4	**	**	**	**	6	6	6	4	6
	2%	*%*	*%*	-%	**	**	*3%*	*3%*	**	**	**	**	*2%*	*3%*	*2%*	*2%*	*2%*
Refused (DO NOT READ OUT)	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	*a	*b	c
Unweighted total	**338**	206	321	88	2	250	19	60	262	67	3	14	61	-	-	338
Weighted total	**318**	205	299	69	2	227	20	63	234	63	4	13	55	-	-	318
Letters	**176**	117	164	33	**	128	**	28	132	33	**	**	27	**	**	176
	55%	*57%*	*55%*	*48%*	**	*56%*	**	*44%*	*56%*	*53%*	**	**	*49%*	**	**	*55%*
Other everyday correspondence, such as invoices, one off bills etc.	**131**	88	120	29	**	96	**	22	98	26	**	**	26	**	**	131
	41%	*43%*	*40%*	*42%*	**	*42%*	**	*35%*	*42%*	*42%*	**	**	*47%*	**	**	*41%*
Large letters	**101**	61	92	18	**	71	**	18	78	15	**	**	13	**	**	101
	32%	*30%*	*31%*	*26%*	**	*31%*	**	*28%*	*33%*	*24%*	**	**	*24%*	**	**	*32%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**56**	35	49	11	**	38	**	4	42	12	**	**	14	**	**	56
	18%	*17%*	*16%*	*15%*	**	*17%*	**	*6%*	*18%*	*20%*	**	**	*25%*	**	**	*18%*
									a							
Parcels and packets	**52**	33	48	14	**	38	**	8	41	12	**	**	9	**	**	52
	16%	*16%*	*16%*	*20%*	**	*17%*	**	*13%*	*18%*	*18%*	**	**	*16%*	**	**	*16%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**39**	25	32	3	**	27	**	3	29	7	**	**	7	**	**	39
	12%	*12%*	*11%*	*5%*	**	*12%*	**	*4%*	*13%*	*11%*	**	**	*12%*	**	**	*12%*
Publications, such as magazines, periodicals, customer newsletters	**35**	24	30	6	**	24	**	3	25	7	**	**	6	**	**	35
	11%	*12%*	*10%*	*8%*	**	*10%*	**	*4%*	*11%*	*11%*	**	**	*12%*	**	**	*11%*
Order fulfilment (sending ordered goods to customers)	**23**	15	17	5	**	14	**	3	14	7	**	**	7	**	**	23
	7%	*7%*	*6%*	*8%*	**	*6%*	**	*4%*	*6%*	*11%*	**	**	*12%*	**	**	*7%*
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	**	-	**	-	-	-	**	**	-	**	**	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	**	*-%*	**	**	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	**	-	**	-	-	-	**	**	-	**	**	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	**	*-%*	**	**	*-%*
Other (PLEASE SPECIFY)	**3**	3	3	3	**	3	**	3	-	3	**	**	3	**	**	3
	1%	*1%*	*1%*	*4%*	**	*1%*	**	*5%*	*-%*	*5%*	**	**	*5%*	**	**	*1%*
				b				b								
None of these (DO NOT READ OUT)	**38**	25	35	8	**	21	**	11	24	8	**	**	6	**	**	38
	12%	*12%*	*12%*	*12%*	**	*9%*	**	*18%*	*10%*	*13%*	**	**	*11%*	**	**	*12%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	***d**	a	***b**	a	b	a	***b**	***a**	b	***a**	***b**	c
Unweighted total	**338**	206	321	88	2	250	19	60	262	67	3	14	61	-	-	338
Weighted total	**318**	205	299	69	2	227	20	63	234	63	4	13	55	-	-	318
Don't Know (DO NOT READ OUT)	**6**	2	6	-	**	4	**	2	4	*	**	**	*	**	**	6
	2%	*1%*	*2%*	*-%*	**	*2%*	**	*4%*	*2%*	**%*	**	**	**%*	**	**	*2%*
Refused (DO NOT READ OUT)	**-**	-	-	-	**	-	**	-	-	-	**	**	-	**	**	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	**	**	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**338**	42	22	266	278	60
Weighted total	**318**	43	21	250	260	59
Letters	**176**	**	**	140	146	29
	55%	**	**	*56%*	*56%*	*50%*
Other everyday correspondence, such as invoices, one off bills etc.	**131**	**	**	109	110	21
	41%	**	**	*44%* a	*43%*	*35%*
Large letters	**101**	**	**	71	83	18
	32%	**	**	*29%*	*32%*	*30%*
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**56**	**	**	41	47	9
	18%	**	**	*16%*	*18%*	*15%*
Parcels and packets	**52**	**	**	28	40	13
	16%	** c	**	*11%*	*15%*	*21%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**39**	**	**	26	34	5
	12%	**	**	*11%*	*13%*	*8%*
Publications, such as magazines, periodicals, customer newsletters	**35**	**	**	30	33	2
	11%	**	**	*12%*	*13%* b	*4%*
Order fulfilment (sending ordered goods to customers)	**23**	**	**	16	19	4
	7%	**	**	*6%*	*7%*	*7%*
Goods / business supplies / large packets ordered via lorry	**-**	**	**	-	-	-
	-%	**	**	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	**	**	-	-	-
	-%	**	**	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**3**	**	**	3	-	3
	1%	**	**	*1%*	*-%*	*5%* a
None of these (DO NOT READ OUT)	**38**	**	**	32	29	9
	12%	**	**	*13%*	*11%*	*15%*

Columns Tested: a,b,c - a,b

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**338**	42	22	266	278	60
Weighted total	**318**	43	21	250	260	59
Don't Know (DO NOT READ OUT)	**6**	**	**	4	5	2
	2%	**	**	*2%*	*2%*	*3%*
Refused (DO NOT READ OUT)	**-**	**	**	-	-	-
	-%	**	**	*-%*	*-%*	*-%*

Columns Tested: a,b,c - a,b

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	*c	d	*e	*f	g	*h	i	j	*k	*l
Unweighted total	338	32	21	21	31	29	14	35	19	39	43	29	25
Weighted total	318	23	24	22	29	31	13	26	20	42	35	32	23
Letters	176	**	**	**	**	**	**	**	**	**	**	**	**
	55%	**	**	**	**	**	**	**	**	**	**	**	**
								ai					
Other everyday correspondence, such as invoices, one off bills etc.	131	**	**	**	**	**	**	**	**	**	**	**	**
	41%	**	**	**	**	**	**	**	**	**	**	**	**
Large letters	101	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	56	**	**	**	**	**	**	**	**	**	**	**	**
	18%	**	**	**	**	**	**	**	**	**	**	**	**
Parcels and packets	52	**	**	**	**	**	**	**	**	**	**	**	**
	16%	**	**	**	**	**	**	**	**	**	**	**	**
Advertising and promotional material, such as catalogues, brochures and direct mail	39	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
Publications, such as magazines, periodicals, customer newsletters	35	**	**	**	**	**	**	**	**	**	**	**	**
	11%	**	**	**	**	**	**	**	**	**	**	**	**
Order fulfilment (sending ordered goods to customers)	23	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Goods / business supplies / large packets ordered via lorry	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Legal / accounts documents / tax forms	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	3	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
None of these (DO NOT READ OUT)	38	**	**	**	**	**	**	**	**	**	**	**	**
	12%	**	**	**	**	**	**	**	**	**	**	**	**
		d									d		
Don't Know (DO NOT READ OUT)	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Refused (DO NOT READ OUT)	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**338**	74	74	93	97
Weighted total	**318**	68	73	88	90
Letters	**176**	34	38	43	61
	55%	*50%*	*52%*	*49%*	*68%*
					abc
Other everyday correspondence, such as invoices, one off bills etc.	**131**	26	34	32	38
	41%	*39%*	*47%*	*37%*	*42%*
Large letters	**101**	19	14	26	42
	32%	*28%*	*20%*	*30%*	*47%*
					abc
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	**56**	12	9	16	20
	18%	*17%*	*12%*	*18%*	*22%*
Parcels and packets	**52**	13	9	11	20
	16%	*19%*	*12%*	*13%*	*22%*
Advertising and promotional material, such as catalogues, brochures and direct mail	**39**	6	5	10	18
	12%	*9%*	*6%*	*12%*	*20%*
					ab
Publications, such as magazines, periodicals, customer newsletters	**35**	10	4	6	15
	11%	*14%*	*5%*	*6%*	*17%*
					bc
Order fulfilment (sending ordered goods to customers)	**23**	10	2	4	8
	7%	*14%*	*3%*	*4%*	*9%*
		bc			
Goods / business supplies / large packets ordered via lorry	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Legal / accounts documents / tax forms	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other (PLEASE SPECIFY)	**3**	-	-	-	3
	1%	*-%*	*-%*	*-%*	*3%*
None of these (DO NOT READ OUT)	**38**	7	6	14	10
	12%	*11%*	*8%*	*15%*	*12%*
Don't Know (DO NOT READ OUT)	**6**	-	2	4	-
	2%	*-%*	*3%*	*5%*	*-%*
				d	

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QS1b. Are there any types of post that you send in particular that have experience a decrease in volumes?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**338**	74	74	93	97
Weighted total	**318**	68	73	88	90
Refused (DO NOT READ OUT)	**-**	-	-	-	-
	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	*e	f	a	b	*c	*d	e
Unweighted total	**229**	143	62	13	11	-	86	51	39	14	4	31
Weighted total	**224**	213	8	2	2	-	11	82	47	14	2	12
Growth of business	**163**	155	6	**	**	**	8	61	**	**	**	**
	73%	*73%*	*76%*	**	**	**	*71%*	*75%*	**	**	**	**
Ability to reach more customers	**16**	15	*	**	**	**	1	4	**	**	**	**
	7%	*7%*	*2%*	**	**	**	*7%*	*5%*	**	**	**	**
Increase use of direct mail for marketing	**7**	7	*	**	**	**	*	2	**	**	**	**
	3%	*3%*	*3%*	**	**	**	*2%*	*2%*	**	**	**	**
Postal communications off er better quality than other forms of communications	**5**	5	-	**	**	**	-	-	**	**	**	**
	2%	*2%*	*-%*	**	**	**	*-%*	*-%*	**	**	**	** a
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	3	*	**	**	**	1	-	**	**	**	**
	2%	*1%*	*5%*	**	**	**	*5%*	*-%*	**	**	**	**
Cheaper / Lower Prices	**3**	3	-	**	**	**	-	2	**	**	**	**
	1%	*1%*	*-%*	**	**	**	*-%*	*2%*	**	**	**	**
Innovative services	**2**	2	*	**	**	**	*	-	**	**	**	**
	1%	*1%*	*1%*	**	**	**	*2%*	*-%*	**	**	**	**
More items being sent to existing clients	**2**	1	1	**	**	**	1	-	**	**	**	**
	1%	*1%*	*8%* a	**	**	**	*7%* a	*-%*	**	**	**	**
Other (PLEASE SPECIFY)	**43**	42	1	**	**	**	1	23	**	**	**	**
	19%	*20%*	*9%*	**	**	**	*11%*	*28%* e	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	229	18	14	33	4	12	20	12	22	16	151	19	34	25
Weighted total	224	23	26	42	8	11	24	20	23	17	193	9	12	10
Growth of business	163	**	**	**	**	**	**	**	**	**	144	**	**	**
	73%	**	**	**	**	**	**	**	**	**	*75%*	**	**	**
Ability to reach more customers	16	**	**	**	**	**	**	**	**	**	13	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Increase use of direct mail for marketing	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Postal communications off er better quality than other forms of communications	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	4	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Cheaper / Lower Prices	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Innovative services	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
More items being sent to existing clients	2	**	**	**	**	**	**	**	**	**	1	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
													j	
Other (PLEASE SPECIFY)	43	**	**	**	**	**	**	**	**	**	36	**	**	**
	19%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	*k	l	*m
Unweighted total	229	23	10	33	5	11	18	12	20	16	148	20	35	26
Weighted total	224	32	17	40	6	9	23	22	23	21	193	9	13	10
Growth of business	163	**	**	**	**	**	**	**	**	**	144	**	**	**
	73%	**	**	**	**	**	**	**	**	**	*75%*	**	**	**
Ability to reach more customers	16	**	**	**	**	**	**	**	**	**	13	**	**	**
	7%	**	**	**	**	**	**	**	**	**	*7%*	**	**	**
Increase use of direct mail for marketing	7	**	**	**	**	**	**	**	**	**	6	**	**	**
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	**
Postal communications off er better quality than other forms of communications	5	**	**	**	**	**	**	**	**	**	5	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	4	**	**	**	**	**	**	**	**	**	2	**	**	**
	2%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Cheaper / Lower Prices	3	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
Innovative services	2	**	**	**	**	**	**	**	**	**	2	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	**
More items being sent to existing clients	2	**	**	**	**	**	**	**	**	**	1	**	**	**
	1%	**	**	**	**	**	**	**	**	**	*%*	**	**	**
													j	
Other (PLEASE SPECIFY)	43	**	**	**	**	**	**	**	**	**	36	**	**	**
	19%	**	**	**	**	**	**	**	**	**	*19%*	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b	a	*b
Unweighted total	229	4	27	2	20	75	5	13	79	177	52	202	27	224	5
Weighted total	224	3	29	1	7	99	5	5	74	185	40	191	33	216	8
Growth of business	163	**	**	**	**	81	**	**	48	134	29	142	**	159	**
	73%	**	**	**	**	*82%* h	**	**	*66%*	*73%*	*73%*	*74%*	**	*74%*	**
Ability to reach more customers	16	**	**	**	**	7	**	**	3	13	3	13	**	16	**
	7%	**	**	**	**	*7%*	**	**	*4%*	*7%*	*7%*	*7%*	**	*7%*	**
Increase use of direct mail for marketing	7	**	**	**	**	3	**	**	3	7	*	7	**	7	**
	3%	**	**	**	**	*3%*	**	**	*4%*	*4%*	*%*	*4%*	**	*3%*	**
Postal communications off er better quality than other forms of communications	5	**	**	**	**	-	**	**	2	5	-	1	**	3	**
	2%	**	**	**	**	-%	**	**	*3%*	*3%*	-%	*%*	**	*2%*	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	4	**	**	**	**	2	**	**	1	3	*	3	**	4	**
	2%	**	**	**	**	*2%*	**	**	*1%*	*2%*	*1%*	*2%*	**	*2%*	**
Cheaper / Lower Prices	3	**	**	**	**	-	**	**	2	3	-	2	**	3	**
	1%	**	**	**	**	-%	**	**	*3%*	*2%*	-%	*1%*	**	*1%*	**
Innovative services	2	**	**	**	**	*	**	**	*	*	2	2	**	2	**
	1%	**	**	**	**	*%*	**	**	*%*	*%*	*5%* a	*1%*	**	*1%*	**
More items being sent to existing clients	2	**	**	**	**	*	**	**	1	1	1	2	**	2	**
	1%	**	**	**	**	*%*	**	**	*1%*	*1%*	*2%*	*1%*	**	*1%*	**
Other (PLEASE SPECIFY)	43	**	**	**	**	17	**	**	18	34	9	37	**	40	**
	19%	**	**	**	**	*17%*	**	**	*25%*	*18%*	*23%*	*19%*	**	*19%*	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	j	*a	b	c
Unweighted total	**229**	65	55	108	104	93	26	5	1	-	-	-	197	32	21	83	125
Weighted total	**224**	48	63	113	105	88	28	4	*	-	-	-	193	32	15	90	120
Growth of business	**163**	30	45	88	69	64	**	**	**	**	**	**	134	**	**	64	94
	73%	*63%*	*72%*	*78%*	*66%*	*73%*	**	**	**	**	**	**	*69%*	**	**	*71%*	*78%*
				a										abi			
Ability to reach more customers	**16**	2	1	13	5	8	**	**	**	**	**	**	13	**	**	3	11
	7%	*4%*	*2%*	*11%*	*5%*	*9%*	**	**	**	**	**	**	*7%*	**	**	*3%*	*9%*
				b													
Increase use of direct mail for marketing	**7**	5	*	2	5	2	**	**	**	**	**	**	7	**	**	5	2
	3%	*11%*	**%*	*2%*	*5%*	*2%*	**	**	**	**	**	**	*4%*	**	**	*5%*	*2%*
		bc															
Postal communications off er better quality than other forms of communications	**5**	1	3	2	2	3	**	**	**	**	**	**	5	**	**	1	3
	2%	*1%*	*5%*	*2%*	*2%*	*3%*	**	**	**	**	**	**	*3%*	**	**	*1%*	*2%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	1	2	*	1	2	**	**	**	**	**	**	4	**	**	1	2
	2%	*3%*	*3%*	**%*	*1%*	*3%*	**	**	**	**	**	**	*2%*	**	**	*1%*	*2%*
Cheaper / Lower Prices	**3**	-	-	2	1	2	**	**	**	**	**	**	3	**	**	-	2
	1%	*-%*	*-%*	*2%*	*1%*	*3%*	**	**	**	**	**	**	*2%*	**	**	*-%*	*2%*
Innovative services	**2**	-	2	*	-	2	**	**	**	**	**	**	2	**	**	-	2
	1%	*-%*	*3%*	**%*	*-%*	*3%*	**	**	**	**	**	**	*1%*	**	**	*-%*	*2%*
More items being sent to existing clients	**2**	1	1	*	1	*	**	**	**	**	**	**	2	**	**	1	*
	1%	*2%*	*1%*	**%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	*1%*	**%*
Other (PLEASE SPECIFY)	**43**	13	17	12	29	10	**	**	**	**	**	**	39	**	**	24	14
	19%	*27%*	*28%*	*11%*	*28%*	*11%*	**	**	**	**	**	**	*20%*	**	**	*26%*	*11%*
		c	c		b											c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**229**	164	154	188	149	93	175	142	16	9	15	2	4	-	134	6	5	3	1	-	-	1
Weighted total	**224**	144	138	174	159	69	153	141	14	7	8	3	3	-	146	6	4	3	*	-	-	*
Growth of business	**163**	101	102	125	118	54	112	98	**	**	**	**	**	**	105	**	**	**	**	**	**	**
	73%	*70%*	*74%*	*72%*	*74%*	*78%*	*73%*	*69%*	**	**	**	**	**	**	*72%*	**	**	**	**	**	**	**
Ability to reach more customers	**16**	9	10	12	13	6	14	12	**	**	**	**	**	**	12	**	**	**	**	**	**	**
	7%	*6%*	*7%*	*7%*	*8%*	*9%*	*9%*	*8%*	**	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
Increase use of direct mail for marketing	**7**	7	6	7	6	3	7	4	**	**	**	**	**	**	6	**	**	**	**	**	**	**
	3%	*5%*	*4%*	*4%*	*4%*	*4%*	*4%*	*3%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Postal communications off er better quality than other forms of communications	**5**	5	2	5	2	-	3	5	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	2%	*4%*	*2%*	*3%*	*1%*	*-%*	*2%*	*4%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	4	2	4	3	*	3	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	2%	*2%*	*1%*	*2%*	*2%*	**%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Cheaper / Lower Prices	**3**	3	2	3	2	-	2	3	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*2%*	*2%*	*2%*	*2%*	*-%*	*2%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Innovative services	**2**	*	2	2	*	*	*	2	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	**%*	*2%*	*1%*	**%*	**%*	**%*	*2%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
More items being sent to existing clients	**2**	2	1	2	1	1	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**43**	26	24	32	30	7	30	28	**	**	**	**	**	**	28	**	**	**	**	**	**	**
	19%	*18%*	*18%*	*18%*	*19%*	*10%*	*19%*	*19%*	**	**	**	**	**	**	*19%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	c	d	*e	*a	*b	c	d	*e	a	*b	c	a	b
Unweighted total	229	24	31	64	68	1	27	20	41	56	5	108	5	34	179	50
Weighted total	224	22	37	63	50	2	31	19	44	61	4	121	7	29	172	52
Growth of business	163	**	**	46	37	**	**	**	**	49	**	94	**	**	120	**
	73%	**	**	*73%*	*73%*	**	**	**	**	*81%*	**	*77%* c	**	**	*70%*	**
Ability to reach more customers	16	**	**	8	4	**	**	**	**	3	**	8	**	**	13	**
	7%	**	**	*12%*	*8%*	**	**	**	**	*5%*	**	*6%*	**	**	*8%*	**
Increase use of direct mail for marketing	7	**	**	3	2	**	**	**	**	2	**	4	**	**	7	**
	3%	**	**	*4%*	*4%*	**	**	**	**	*3%*	**	*3%*	**	**	*4%*	**
Postal communications off er better quality than other forms of communications	5	**	**	-	1	**	**	**	**	-	**	-	**	**	5	**
	2%	**	**	*-%*	*1%*	**	**	**	**	*-%*	**	*-%*	**	** a	*3%*	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	4	**	**	-	*	**	**	**	**	2	**	3	**	**	1	**
	2%	**	** cd	*-%*	*%*	**	**	**	**	*3%*	**	*3%*	**	**	*1%*	** a
Cheaper / Lower Prices	3	**	**	1	2	**	**	**	**	2	**	2	**	**	2	**
	1%	**	**	*1%*	*4%*	**	**	**	**	*4%*	**	*2%*	**	**	*1%*	**
Innovative services	2	**	**	2	*	**	**	**	**	*	**	*	**	**	2	**
	1%	**	**	*3%*	*%*	**	**	**	**	*%*	**	*%*	**	**	*1%*	**
More items being sent to existing clients	2	**	**	1	*	**	**	**	**	-	**	*	**	**	2	**
	1%	**	**	*2%*	*%*	**	**	**	**	*-%*	**	*%*	**	**	*1%*	**
Other (PLEASE SPECIFY)	43	**	**	15	9	**	**	**	**	9	**	20	**	**	33	**
	19%	**	**	*23%*	*17%*	**	**	**	**	*15%*	**	*16%*	**	**	*19%*	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	***c**	***d**
Unweighted total	**229**	173	15	93	56	169	19	90	59	67	150	28	1
Weighted total	**224**	159	15	99	60	155	20	95	63	54	129	24	1
Growth of business	**163**	114	**	68	49	110	**	65	53	39	86	**	**
	73%	*72%*	**	*69%*	*82%*	*71%*	**	*68%*	*83%* a	*73%*	*67%*	**	**
Ability to reach more customers	**16**	12	**	10	3	11	**	10	3	2	9	**	**
	7%	*8%*	**	*10%*	*5%*	*7%*	**	*11%*	*4%*	*4%*	*7%*	**	**
Increase use of direct mail for marketing	**7**	7	**	4	2	7	**	4	2	*	7	**	**
	3%	*4%*	**	*4%*	*3%*	*4%*	**	*4%*	*3%*	**%*	*5%*	**	**
Postal communications off er better quality than other forms of communications	**5**	5	**	2	-	5	**	2	-	-	5	**	**
	2%	*3%*	**	*2%*	*-%*	*3%*	**	*2%*	*-%*	*-%*	*4%*	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	3	**	1	2	3	**	1	2	1	4	**	**
	2%	*2%*	**	*1%*	*4%*	*2%*	**	*1%*	*4%*	*2%*	*3%*	**	**
Cheaper / Lower Prices	**3**	2	**	2	1	2	**	2	1	2	3	**	**
	1%	*2%*	**	*2%*	*1%*	*1%*	**	*2%*	*1%*	*4%*	*2%*	**	**
Innovative services	**2**	2	**	*	-	2	**	*	-	*	*	**	**
	1%	*1%*	**	**%*	*-%*	*1%*	**	**%*	*-%*	**%*	**%*	**	**
More items being sent to existing clients	**2**	2	**	1	*	2	**	1	*	1	2	**	**
	1%	*1%*	**	*1%*	**%*	*1%*	**	*1%*	**%*	*2%*	*1%*	**	**
Other (PLEASE SPECIFY)	**43**	30	**	15	15	29	**	15	15	8	26	**	**
	19%	*19%*	**	*15%*	*25%*	*19%*	**	*16%*	*23%*	*15%*	*20%*	**	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	**229**	63	128	28	-	114	96	55	3	152	144	121	147	131	11
Weighted total	**224**	58	109	27	-	126	93	62	*	131	130	127	133	116	6
Growth of business	**163**	44	79	**	**	95	57	44	**	91	97	91	89	84	**
	73%	*76%*	*72%*	**	**	*75%* b	*62%*	*71%*	**	*70%*	*74%*	*72%*	*67%*	*73%*	**
Ability to reach more customers	**16**	2	9	**	**	13	10	6	**	9	10	11	12	8	**
	7%	*3%*	*9%*	**	**	*10%*	*11%*	*9%*	**	*7%*	*7%*	*8%*	*9%*	*7%*	**
Increase use of direct mail for marketing	**7**	4	4	**	**	6	2	-	**	7	6	4	7	7	**
	3%	*7%*	*4%*	**	**	*5%*	*2%*	*-%*	**	*5%*	*4%*	*3%*	*5%*	*6%*	**
Postal communications off er better quality than other forms of communications	**5**	-	2	**	**	2	2	-	**	5	2	2	5	-	**
	2%	*-%*	*2%*	**	**	*1%*	*2%*	*-%*	**	*4%*	*1%*	*1%*	*4%* b	*-%*	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	-	2	**	**	3	1	-	**	3	2	2	3	2	**
	2%	*-%*	*2%*	**	**	*2%*	*1%*	*-%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
Cheaper / Lower Prices	**3**	2	2	**	**	2	2	2	**	2	2	2	2	2	**
	1%	*4%*	*2%*	**	**	*2%*	*3%*	*4%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
Innovative services	**2**	*	2	**	**	-	*	*	**	*	2	*	2	2	**
	1%	*%*	*2%*	**	**	*-%*	*%*	*%*	**	*%*	*2%*	*%*	*2%*	*2%*	**
More items being sent to existing clients	**2**	1	1	**	**	1	1	-	**	2	1	1	2	2	**
	1%	*2%*	*1%*	**	**	*1%*	*1%*	*-%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Other (PLEASE SPECIFY)	**43**	11	19	**	**	16	23	19	**	24	22	22	27	21	**
	19%	*18%*	*18%*	**	**	*12%*	*25%* a	*30%* a	**	*19%*	*17%*	*18%*	*21%*	*18%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**229**	88	59	84	32	23	150	131	12	4	11	4	220	195	222	200	225
Weighted total	**224**	90	63	89	43	31	138	119	9	3	12	5	213	179	215	189	220
Growth of business	**163**	59	47	63	**	**	91	83	**	**	**	**	159	132	159	136	159
	73%	*66%*	*75%*	*70%*	**	**	*66%*	*69%*	**	**	**	**	*75%*	*74%*	*74%*	*72%*	*72%*
Ability to reach more customers	**16**	7	5	7	**	**	13	9	**	**	**	**	15	11	15	12	16
	7%	*8%*	*8%*	*8%*	**	**	*9%*	*7%*	**	**	**	**	*7%*	*6%*	*7%*	*7%*	*7%*
Increase use of direct mail for marketing	**7**	2	-	2	**	**	6	6	**	**	**	**	7	7	7	7	7
	3%	*2%*	*-%*	*2%*	**	**	*5%*	*5%*	**	**	**	**	*3%*	*4%*	*3%*	*4%*	*3%*
Postal communications off er better quality than other forms of communications	**5**	2	-	2	**	**	5	-	**	**	**	**	5	5	5	5	5
	2%	*2%*	*-%*	*2%*	**	**	*3%*	*-%*	**	**	**	**	*2%*	*3%*	*2%*	*3%*	*2%*
							b										
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	3	*	1	**	**	3	3	**	**	**	**	4	3	4	3	4
	2%	*3%*	*1%*	*1%*	**	**	*2%*	*2%*	**	**	**	**	*2%*	*2%*	*2%*	*2%*	*2%*
Cheaper / Lower Prices	**3**	2	2	2	**	**	2	2	**	**	**	**	1	1	1	2	3
	1%	*3%*	*3%*	*3%*	**	**	*2%*	*2%*	**	**	**	**	**%*	**%*	**%*	*1%*	*1%*
Innovative services	**2**	*	*	*	**	**	2	2	**	**	**	**	*	2	2	2	2
	1%	**%*	**%*	**%*	**	**	*2%*	*2%*	**	**	**	**	**%*	*1%*	*1%*	*1%*	*1%*
More items being sent to existing clients	**2**	1	1	1	**	**	2	2	**	**	**	**	2	2	2	2	2
	1%	*1%*	*1%*	*1%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Other (PLEASE SPECIFY)	**43**	18	12	15	**	**	29	24	**	**	**	**	41	34	41	35	41
	19%	*20%*	*19%*	*17%*	**	**	*21%*	*20%*	**	**	**	**	*19%*	*19%*	*19%*	*19%*	*19%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	a	b	a	*b	*c
Unweighted total	**229**	149	220	70	2	168	7	61	147	81	4	33	66	229	-	-
Weighted total	**224**	140	215	68	2	161	10	59	141	89	5	36	71	224	-	-
Growth of business	**163**	100	160	47	**	118	**	43	102	68	**	**	57	163	**	**
	73%	*72%*	*74%*	*69%*	**	*73%*	**	*73%*	*72%*	*76%*	**	**	*80%*	*73%*	**	**
Ability to reach more customers	**16**	8	15	2	**	14	**	3	12	7	**	**	7	16	**	**
	7%	*5%*	*7%*	*3%*	**	*9%*	**	*5%*	*9%*	*8%*	**	**	*10%*	*7%*	**	**
Increase use of direct mail for marketing	**7**	7	5	2	**	5	**	2	5	2	**	**	2	7	**	**
	3%	*5%*	*2%*	*3%*	**	*3%*	**	*3%*	*4%*	*2%*	**	**	*3%*	*3%*	**	**
Postal communications off er better quality than other forms of communications	**5**	5	5	-	**	5	**	-	5	2	**	**	2	5	**	**
	2%	*4%*	*2%*	*-%*	**	*3%*	**	*-%*	*3%*	*3%*	**	**	*3%*	*2%*	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	3	4	3	**	2	**	*	2	2	**	**	2	4	**	**
	2%	*2%*	*2%*	*4%*	**	*2%*	**	*1%*	*2%*	*3%*	**	**	*3%*	*2%*	**	**
Cheaper / Lower Prices	**3**	1	2	1	**	1	**	2	1	1	**	**	-	3	**	**
	1%	**%*	*1%*	*1%*	**	**%*	**	*3%*	**%*	*1%*	**	**	*-%*	*1%*	**	**
Innovative services	**2**	*	2	*	**	*	**	2	*	*	**	**	*	2	**	**
	1%	**%*	*1%*	**%*	**	**%*	**	*4%*	**%*	**%*	**	**	**%*	*1%*	**	**
								b								
More items being sent to existing clients	**2**	1	2	1	**	2	**	1	1	-	**	**	-	2	**	**
	1%	*1%*	*1%*	*1%*	**	*1%*	**	*1%*	*1%*	*-%*	**	**	*-%*	*1%*	**	**
Other (PLEASE SPECIFY)	**43**	30	41	18	**	30	**	12	27	19	**	**	10	43	**	**
	19%	*21%*	*19%*	*27%*	**	*19%*	**	*21%*	*19%*	*21%*	**	**	*14%*	*19%*	**	**

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**229**	62	27	140	118	111
Weighted total	**224**	75	30	120	106	118
Growth of business	**163**	56	**	83	75	89
	73%	*75%*	**	*70%*	*70%*	*75%*
Ability to reach more customers	**16**	4	**	10	8	8
	7%	*5%*	**	*9%*	*7%*	*7%*
Increase use of direct mail for marketing	**7**	1	**	7	5	2
	3%	*1%*	**	*6%*	*5%*	*2%*
Postal communications off er better quality than other forms of communications	**5**	3	**	2	3	2
	2%	*4%*	**	*2%*	*3%*	*2%*
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	2	**	1	1	2
	2%	*3%*	**	*1%*	*1%*	*2%*
Cheaper / Lower Prices	**3**	1	**	1	1	2
	1%	*1%*	**	**%*	*1%*	*2%*
Innovative services	**2**	-	**	2	*	2
	1%	*-%*	**	*2%*	**%*	*2%*
More items being sent to existing clients	**2**	-	**	2	2	*
	1%	*-%*	**	*2%*	*2%*	**%*
Other (PLEASE SPECIFY)	**43**	18	**	20	24	19
	19%	*24%*	**	*17%*	*23%*	*16%*

Columns Tested: a,b,c - a,b

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted total	**229**	28	18	25	27	25	17	12	12	18	16	16	15
Weighted total	**224**	30	22	21	20	29	13	7	10	14	22	19	17
Growth of business	**163**	**	**	**	**	**	**	**	**	**	**	**	**
	73%	**	**	**	**	**	**	**	**	**	**	**	**
Ability to reach more customers	**16**	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Increase use of direct mail for marketing	**7**	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
Postal communications off er better quality than other forms of communications	**5**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Cheaper / Lower Prices	**3**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Innovative services	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
More items being sent to existing clients	**2**	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Other (PLEASE SPECIFY)	**43**	**	**	**	**	**	**	**	**	**	**	**	**
	19%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**229**	71	69	42	47
Weighted total	**224**	73	62	31	58
Growth of business	**163**	57	47	**	**
	73%	*77%*	*76%*	**	**
Ability to reach more customers	**16**	7	2	**	**
	7%	*10%*	*4%*	**	**
Increase use of direct mail for marketing	**7**	1	2	**	**
	3%	*1%*	*4%*	**	**
Postal communications off er better quality than other forms of communications	**5**	-	-	**	**
	2%	*-%*	*-%*	**	**
				ab	
Increase in fulfilment (fulfilling customer orders by mailing out items)	**4**	3	-	**	**
	2%	*4%*	*-%*	**	**
Cheaper / Lower Prices	**3**	2	1	**	**
	1%	*2%*	*1%*	**	**
Innovative services	**2**	*	2	**	**
	1%	**%*	*3%*	**	**
More items being sent to existing clients	**2**	1	*	**	**
	1%	*1%*	**%*	**	**
Other (PLEASE SPECIFY)	**43**	14	12	**	**
	19%	*20%*	*19%*	**	**

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 136

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	c	*d	e
Unweighted total	338	203	83	33	19	-	135	54	54	38	16	32
Weighted total	318	303	9	3	2	-	15	79	64	31	10	14
Use of new/digital communication methods	142	135	5	**	**	**	8	37	27	**	**	**
	45%	44%	48%	**	**	**	50%	47%	43%	**	**	**
										b		
Increase use of emailing services	102	96	4	**	**	**	5	20	21	**	**	**
	32%	32%	37%	**	**	**	36%	26%	33%	**	**	**
												c
Postal costs	45	43	1	**	**	**	2	17	5	**	**	**
	14%	14%	9%	**	**	**	11%	22%	9%	**	**	**
Electronic technology is more reliable / faster	21	20	*	**	**	**	1	6	8	**	**	**
	6%	7%	5%	**	**	**	4%	8%	13%	**	**	**
									e			
Increase use of social media	18	17	*	**	**	**	*	5	2	**	**	**
	6%	6%	3%	**	**	**	3%	6%	3%	**	**	**
Downsizing the company	9	9	*	**	**	**	*	-	5	**	**	**
	3%	3%	1%	**	**	**	1%	-%	8%	**	**	**
									a			
Environmental costs	6	6	*	**	**	**	*	2	2	**	**	**
	2%	2%	1%	**	**	**	1%	3%	3%	**	**	**
Less effective than other communications media	6	6	*	**	**	**	*	2	-	**	**	**
	2%	2%	2%	**	**	**	1%	3%	-%	**	**	**
More BACS payments	4	4	*	**	**	**	*	2	-	**	**	**
	1%	1%	1%	**	**	**	1%	2%	-%	**	**	**
Retirement / closing the business	4	4	-	**	**	**	-	1	2	**	**	**
	1%	1%	-%	**	**	**	-%	1%	3%	**	**	**
Poor customer service /unreliable service	2	2	-	**	**	**	-	-	-	**	**	**
	1%	1%	-%	**	**	**	-%	-%	-%	**	**	**
Because of the recession	2	1	*	**	**	**	*	1	*	**	**	**
	*%	*%	4%	**	**	**	3%	1%	1%	**	**	**
			a									
Relocation of staff / company	1	1	-	**	**	**	*	-	-	**	**	**
	*%	*%	-%	**	**	**	1%	-%	-%	**	**	**
Too complicated - hard to understand what the best mailing option is	-	-	-	**	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	**
Other	22	22	*	**	**	**	1	10	-	**	**	**
	7%	7%	5%	**	**	**	5%	13%	-%	**	**	**
								b				b

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	*e	f	a	b	c	*d	e
Unweighted total	**338**	203	83	33	19	-	135	54	54	38	16	32
Weighted total	**318**	303	9	3	2	-	15	79	64	31	10	14
Don't Know	**-**	-	-	**	**	**	-	-	-	**	**	**
	-%	-%	-%	**	**	**	-%	-%	-%	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	338	18	12	35	9	21	45	24	21	25	210	40	33	55
Weighted total	318	23	20	44	13	28	52	34	27	34	274	16	11	17
Use of new/digital communication methods	142	**	**	**	**	**	**	**	**	**	122	**	**	7
	45%	**	**	**	**	**	**	**	**	**	*44%*	**	**	*38%*
													c	
Increase use of emailing services	102	**	**	**	**	**	**	**	**	**	89	**	**	5
	32%	**	**	**	**	**	**	**	**	**	*33%*	**	**	*27%*
Postal costs	45	**	**	**	**	**	**	**	**	**	40	**	**	3
	14%	**	**	**	**	**	**	**	**	**	*14%*	**	**	*19%*
Electronic technology is more reliable / faster	21	**	**	**	**	**	**	**	**	**	18	**	**	1
	6%	**	**	**	**	**	**	**	**	**	*7%*	**	**	*4%*
Increase use of social media	18	**	**	**	**	**	**	**	**	**	17	**	**	*
	6%	**	**	**	**	**	**	**	**	**	*6%*	**	**	*%*
Downsizing the company	9	**	**	**	**	**	**	**	**	**	8	**	**	1
	3%	**	**	**	**	**	**	**	**	**	*3%*	**	**	*4%*
Environmental costs	6	**	**	**	**	**	**	**	**	**	6	**	**	-
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*-%*
Less effective than other communications media	6	**	**	**	**	**	**	**	**	**	6	**	**	-
	2%	**	**	**	**	**	**	**	**	**	*2%*	**	**	*-%*
							m							
More BACS payments	4	**	**	**	**	**	**	**	**	**	4	**	**	-
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*-%*
Retirement / closing the business	4	**	**	**	**	**	**	**	**	**	2	**	**	1
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*6%*
														j
Poor customer service /unreliable service	2	**	**	**	**	**	**	**	**	**	2	**	**	-
	1%	**	**	**	**	**	**	**	**	**	*1%*	**	**	*-%*
Because of the recession	2	**	**	**	**	**	**	**	**	**	*	**	**	1
	%	**	**	**	**	**	**	**	**	**	*%*	**	**	*4%*
													j	j
Relocation of staff / company	1	**	**	**	**	**	**	**	**	**	*	**	**	-
	%	**	**	**	**	**	**	**	**	**	*%*	**	**	*-%*
												j		
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	*-%*	**	**	*-%*
Other	22	**	**	**	**	**	**	**	**	**	21	**	**	1
	7%	**	**	**	**	**	**	**	**	**	*8%*	**	**	*5%*
				fjklm										

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	m
Unweighted total	**338**	18	12	35	9	21	45	24	21	25	210	40	33	55
Weighted total	**318**	23	20	44	13	28	52	34	27	34	274	16	11	17
Don't Know	**-**	**	**	**	**	**	**	**	**	**	-	**	**	-
	-%	**	**	**	**	**	**	**	**	**	-%	**	**	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted total	338	16	10	30	10	17	55	21	22	28	209	40	34	55
Weighted total	318	23	18	40	15	21	66	28	27	36	274	16	11	17
Use of new/digital communication methods	142	**	**	**	**	**	26	**	**	**	122	**	**	7
	45%	**	**	**	**	**	*40%*	**	**	**	*44%*	**	**	*38%*
Increase use of emailing services	102	**	**	**	**	**	31	**	**	**	89	**	**	5
	32%	**	**	**	**	**	*47%*	**	**	**	*32%*	**	**	*27%*
							jkm							
Postal costs	45	**	**	**	**	**	8	**	**	**	40	**	**	3
	14%	**	**	**	**	**	*13%*	**	**	**	*14%*	**	**	*19%*
Electronic technology is more reliable / faster	21	**	**	**	**	**	8	**	**	**	18	**	**	1
	6%	**	**	**	**	**	*12%*	**	**	**	*7%*	**	**	*4%*
Increase use of social media	18	**	**	**	**	**	6	**	**	**	17	**	**	*
	6%	**	**	**	**	**	*9%*	**	**	**	*6%*	**	**	*%*
							m							
Downsizing the company	9	**	**	**	**	**	-	**	**	**	8	**	**	1
	3%	**	**	**	**	**	*-%*	**	**	**	*3%*	**	**	*4%*
Environmental costs	6	**	**	**	**	**	2	**	**	**	6	**	**	-
	2%	**	**	**	**	**	*3%*	**	**	**	*2%*	**	**	*-%*
Less effective than other communications media	6	**	**	**	**	**	4	**	**	**	6	**	**	-
	2%	**	**	**	**	**	*6%*	**	**	**	*2%*	**	**	*-%*
More BACS payments	4	**	**	**	**	**	-	**	**	**	4	**	**	-
	1%	**	**	**	**	**	*-%*	**	**	**	*1%*	**	**	*-%*
Retirement / closing the business	4	**	**	**	**	**	2	**	**	**	2	**	**	1
	1%	**	**	**	**	**	*3%*	**	**	**	*1%*	**	**	*6%*
														j
Poor customer service /unreliable service	2	**	**	**	**	**	2	**	**	**	2	**	**	-
	1%	**	**	**	**	**	*3%*	**	**	**	*1%*	**	**	*-%*
Because of the recession	2	**	**	**	**	**	-	**	**	**	*	**	**	1
	%	**	**	**	**	**	*-%*	**	**	**	*%*	**	**	*4%*
													j	j
Relocation of staff / company	1	**	**	**	**	**	-	**	**	**	*	**	**	-
	%	**	**	**	**	**	*-%*	**	**	**	*%*	**	**	*-%*
												j		
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	**	-	**	**	**	-	**	**	-
	-%	**	**	**	**	**	*-%*	**	**	**	*-%*	**	**	*-%*
Other	22	**	**	**	**	**	*	**	**	**	21	**	**	1
	7%	**	**	**	**	**	*%*	**	**	**	*8%*	**	**	*5%*
				fjklm							f			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		***a**	***b**	c	***d**	***e**	f	***g**	***h**	***i**	j	k	l	m
Unweighted total	**338**	16	10	30	10	17	55	21	22	28	209	40	34	55
Weighted total	**318**	23	18	40	15	21	66	28	27	36	274	16	11	17
Don't Know	**-**	**	**	**	**	**	-	**	**	**	-	**	**	-
	-%	**	**	**	**	**	-%	**	**	**	-%	**	**	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	338	8	48	7	38	75	9	10	140	252	86	302	36	331	7
Weighted total	318	5	36	7	39	80	9	11	127	259	59	293	25	312	6
Use of new/digital communication methods	142	**	**	**	**	29	**	**	65	125	18	130	**	140	**
	45%	**	**	**	**	36%	**	**	51% e	48% b	30%	44%	**	45%	**
Increase use of emailing services	102	**	**	**	**	22	**	**	38	78	23	91	**	99	**
	32%	**	** deh	**	**	27%	**	**	30%	30%	39%	31%	**	32%	**
Postal costs	45	**	**	**	**	11	**	**	20	40	5	39	**	43	**
	14%	**	**	**	**	14% b	**	**	16% b	15%	9%	13%	**	14%	**
Electronic technology is more reliable / faster	21	**	**	**	**	1	**	**	15	18	3	16	**	21	**
	6%	**	**	**	**	1%	**	**	11% be	7%	5%	5%	** a	7%	**
Increase use of social media	18	**	**	**	**	4	**	**	9	15	3	18	**	17	**
	6%	**	**	**	**	5%	**	**	7%	6%	5%	6%	**	6%	**
Downsizing the company	9	**	**	**	**	2	**	**	-	7	2	9	**	9	**
	3%	**	** h	**	** h	3% h	**	**	-%	3%	3%	3%	**	3%	**
Environmental costs	6	**	**	**	**	-	**	**	4	6	-	4	**	6	**
	2%	**	**	**	** e	-%	**	**	3%	2%	-%	1%	** a	2%	**
Less effective than other communications media	6	**	**	**	**	6	**	**	*	6	-	6	**	6	**
	2%	**	**	**	**	8% h	**	**	*%	2%	-%	2%	**	2%	**
More BACS payments	4	**	**	**	**	4	**	**	-	4	*	4	**	4	**
	1%	**	**	**	**	5% h	**	**	-%	2%	*%	1%	**	1%	**
Retirement / closing the business	4	**	**	**	**	1	**	**	2	3	1	4	**	3	**
	1%	**	**	**	**	1%	**	**	2%	1%	2%	1%	**	1%	**
Poor customer service /unreliable service	2	**	**	**	**	-	**	**	-	-	2	2	**	2	**
	1%	**	** eh	**	**	-%	**	**	-%	-%	4% a	1%	**	1%	**
Because of the recession	2	**	**	**	**	1	**	**	1	1	1	1	**	2	**
	*%	**	**	**	**	1%	**	**	*%	*%	1%	*%	**	*%	**
Relocation of staff / company	1	**	**	**	**	*	**	**	-	*	1	1	**	1	**
	*%	**	**	**	**	*%	**	**	-%	*%	1%	*%	**	*%	**
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b	a	*b
Unweighted total	**338**	8	48	7	38	75	9	10	140	252	86	302	36	331	7
Weighted total	**318**	5	36	7	39	80	9	11	127	259	59	293	25	312	6
Other	**22**	**	**	**	**	14	**	**	6	18	5	22	**	22	**
	7%	**	**	**	**	*17%*	**	**	*5%*	*7%*	*8%*	*8%*	**	*7%*	**
						bdh									
Don't Know	**-**	**	**	**	**	-	**	**	-	-	-	-	**	-	**
	-%	**	**	**	**	-%	**	**	-%	-%	-%	-%	**	-%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**338**	226	57	49	261	62	15	-	-	-	-	-	323	15	89	172	77
Weighted total	**318**	204	64	42	264	48	7	-	-	-	-	-	312	7	109	155	55
Use of new/digital communication methods	**142**	93	25	**	120	20	**	**	**	**	**	**	140	**	48	72	22
	45%	*46%*	*40%*	**	*46%*	*41%*	**	**	**	**	**	**	*45%*	**	*44%*	*46%*	*41%*
Increase use of emailing services	**102**	67	22	**	85	17	**	**	**	**	**	**	101	**	31	54	17
	32%	*33%*	*34%*	**	*32%*	*35%*	**	**	**	**	**	**	*33%*	**	*28%*	*35%*	*31%*
Postal costs	**45**	24	14	**	34	9	**	**	**	**	**	**	43	**	12	22	11
	14%	*12%*	*22%*	**	*13%*	*18%*	**	**	**	**	**	**	*14%*	**	*11%*	*14%*	*20%*
Electronic technology is more reliable / faster	**21**	16	5	**	19	2	**	**	**	**	**	**	21	**	9	10	2
	6%	*8%*	*8%*	**	*7%*	*4%*	**	**	**	**	**	**	*7%*	**	*8%*	*7%*	*3%*
Increase use of social media	**18**	13	3	**	12	6	**	**	**	**	**	**	18	**	9	2	6
	6%	*6%*	*4%*	**	*4%*	*13%*	**	**	**	**	**	**	*6%*	**	*8%*	*2%*	*11%*
						ai									b		b
Downsizing the company	**9**	6	-	**	6	4	**	**	**	**	**	**	9	**	5	1	4
	3%	*3%*	*-%*	**	*2%*	*8%*	**	**	**	**	**	**	*3%*	**	*4%*	**%*	*7%*
						a									b		b
Environmental costs	**6**	6	-	**	6	*	**	**	**	**	**	**	6	**	4	2	*
	2%	*3%*	*-%*	**	*2%*	**%*	**	**	**	**	**	**	*2%*	**	*4%*	*1%*	**%*
Less effective than other communications media	**6**	5	-	**	6	-	**	**	**	**	**	**	6	**	6	-	-
	2%	*2%*	*-%*	**	*2%*	*-%*	**	**	**	**	**	**	*2%*	**	*6%*	*-%*	*-%*
															bc		
More BACS payments	**4**	2	2	**	4	-	**	**	**	**	**	**	4	**	2	2	-
	1%	*1%*	*3%*	**	*2%*	*-%*	**	**	**	**	**	**	*1%*	**	*2%*	*1%*	*-%*
Retirement / closing the business	**4**	-	2	**	4	-	**	**	**	**	**	**	4	**	-	4	-
	1%	*-%*	*3%*	**	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	*-%*	*2%*	*-%*
			a	a													
Poor customer service /unreliable service	**2**	2	-	**	2	-	**	**	**	**	**	**	2	**	2	-	-
	1%	*1%*	*-%*	**	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	*2%*	*-%*	*-%*
Because of the recession	**2**	1	*	**	1	1	**	**	**	**	**	**	2	**	-	1	1
	****%***	**%*	**%*	**	**%*	*2%*	**	**	**	**	**	**	**%*	**	*-%*	**%*	*1%*
Relocation of staff / company	**1**	1	-	**	1	-	**	**	**	**	**	**	1	**	-	1	-
	****%***	**%*	*-%*	**	**%*	*-%*	**	**	**	**	**	**	**%*	**	*-%*	**%*	*-%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	**	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	*-%*	*-%*	**	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	*-%*	*-%*	*-%*
Other	**22**	13	2	**	14	5	**	**	**	**	**	**	19	**	9	5	9
	7%	*6%*	*3%*	**	*5%*	*11%*	**	**	**	**	**	**	*6%*	**	*8%*	*3%*	*16%*
				ab													b

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	*c	*d	*e	*f	*g	*h	i	*j	a	b	c
Unweighted total	**338**	226	57	49	261	62	15	-	-	-	-	-	323	15	89	172	77
Weighted total	**318**	204	64	42	264	48	7	-	-	-	-	-	312	7	109	155	55
Don't Know	**-**	-	-	**	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	-%	-%	**	-%	-%	**	**	**	**	**	**	-%	**	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**338**	264	180	277	120	123	226	251	14	7	4	1	-	-	118	1	1	-	-	-	-	-
Weighted total	**318**	237	157	254	109	102	205	236	9	4	4	1	-	-	108	1	*	-	-	-	-	-
Use of new/digital communication methods	**142**	106	67	113	53	43	83	110	**	**	**	**	**	**	53	**	**	**	**	**	**	**
	45%	*45%*	*43%*	*45%*	*48%*	*42%*	*40%*	*46%*	**	**	**	**	**	**	*49%*	**	**	**	**	**	**	**
Increase use of emailing services	**102**	79	58	85	32	35	73	81	**	**	**	**	**	**	31	**	**	**	**	**	**	**
	32%	*33%*	*37%*	*33%*	*29%*	*35%*	*36%*	*34%*	**	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
Postal costs	**45**	33	26	37	14	18	24	36	**	**	**	**	**	**	14	**	**	**	**	**	**	**
	14%	*14%*	*17%*	*15%*	*12%*	*17%*	*12%*	*15%*	**	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
Electronic technology is more reliable / faster	**21**	14	12	16	5	9	14	15	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	6%	*6%*	*8%*	*6%*	*4%*	*9%*	*7%*	*6%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Increase use of social media	**18**	13	4	13	2	6	12	11	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	6%	*6%*	*3%*	*5%*	*2%*	*6%*	*6%*	*5%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Downsizing the company	**9**	7	4	9	4	3	7	8	**	**	**	**	**	**	4	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Environmental costs	**6**	2	2	2	*	-	6	2	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	2%	*1%*	*1%*	*1%*	*%*	*-%*	*3%*	*1%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
Less effective than other communications media	**6**	2	-	2	-	-	2	2	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	2%	*1%*	*-%*	*1%*	*-%*	*-%*	*1%*	*1%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
More BACS payments	**4**	4	2	4	2	*	2	4	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*2%*	*1%*	*2%*	*2%*	*%*	*1%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Retirement / closing the business	**4**	3	3	3	3	3	3	3	**	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*3%*	*3%*	*2%*	*1%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Poor customer service /unreliable service	**2**	-	-	-	-	-	2	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Because of the recession	**2**	1	1	1	1	1	1	1	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Relocation of staff / company	**1**	*	*	*	1	-	-	*	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	%	*%*	*%*	*%*	*%*	*-%*	*-%*	*%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Other	**22**	16	7	16	11	8	16	11	**	**	**	**	**	**	11	**	**	**	**	**	**	**
	7%	*7%*	*4%*	*6%*	*10%* b	*8%*	*8%*	*5%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
Don't Know	**-**	-	-	-	-	-	-	-	**	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	*d	*e	a	*b	c	a	b
Unweighted total	338	65	72	80	58	2	39	26	36	19	-	72	7	41	299	39
Weighted total	318	81	63	69	38	2	38	19	32	19	-	78	2	29	280	39
Use of new/digital communication methods	142	28	37	30	17	**	**	**	**	**	**	37	**	**	121	**
	45%	34%	58% a	43%	46%	**	**	**	**	**	**	47%	**	**	43%	**
Increase use of emailing services	102	29	17	26	11	**	**	**	**	**	**	18	**	**	97	**
	32%	36%	28%	38%	30%	**	** c	**	**	**	**	23%	**	** a	35% b	**
Postal costs	45	10	6	15	6	**	**	**	**	**	**	9	**	**	38	**
	14%	12%	10%	21%	16%	**	**	**	** a	**	**	11%	**	**	14%	**
Electronic technology is more reliable / faster	21	9	1	4	*	**	**	**	**	**	**	3	**	**	21	**
	6%	11% bd	1%	6%	*%	**	** c	**	**	**	**	3%	**	**	7%	**
Increase use of social media	18	6	7	*	-	**	**	**	**	**	**	2	**	**	18	**
	6%	8% cd	11% cd	*%	-%	**	**	**	**	**	**	3%	**	**	6%	**
Downsizing the company	9	8	1	*	-	**	**	**	**	**	**	4	**	**	7	**
	3%	10% bcd	1%	*%	-%	**	**	**	**	**	**	6%	**	**	3%	**
Environmental costs	6	-	2	-	*	**	**	**	**	**	**	-	**	**	6	**
	2%	-%	3%	-%	*%	**	**	**	**	**	**	-%	**	**	2%	**
Less effective than other communications media	6	2	-	*	-	**	**	**	**	**	**	-	**	**	4	**
	2%	2%	-%	*%	-%	**	**	**	**	**	**	-%	**	**	1%	**
More BACS payments	4	2	2	-	-	**	**	**	**	**	**	-	**	**	4	**
	1%	2%	3%	-%	-%	**	**	**	**	**	**	-%	**	** a	1%	**
Retirement / closing the business	4	-	-	-	3	**	**	**	**	**	**	3	**	**	4	**
	1%	-%	-%	-%	7% abc	**	**	**	**	**	**	4%	**	**	1%	**
Poor customer service /unreliable service	2	-	-	-	-	**	**	**	**	**	**	-	**	**	2	**
	1%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	1%	**
Because of the recession	2	-	*	1	*	**	**	**	**	**	**	1	**	**	1	**
	*%	-%	1%	1%	*%	**	**	**	**	**	**	1%	**	**	*%	**
Relocation of staff / company	1	-	*	-	-	**	**	**	**	**	**	-	**	**	1	**
	*%	-%	*%	-%	-%	**	**	**	**	**	**	-%	**	**	*%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	***b**	c	***d**	***e**	a	***b**	c	a	b
Unweighted total	**338**	65	72	80	58	2	39	26	36	19	-	72	7	41	299	39
Weighted total	**318**	81	63	69	38	2	38	19	32	19	-	78	2	29	280	39
Too complicated - hard to understand what the best mailing option is																
	-	-	-	-	-	**	**	**	**	**	**	-	**	**	-	**
	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	**
Other	**22**	4	-	7	5	**	**	**	**	**	**	11	**	**	16	**
	7%	*5%*	-%	*10%*	*13%*	**	**	**	**	**	**	*14%*	**	**	*6%*	**
				b	b				a			c				a
Don't Know	**-**	-	-	-	-	**	**	**	**	**	**	-	**	**	-	**
	-%	-%	-%	-%	-%	**	**	**	**	**	**	-%	**	**	-%	**

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	*b	a	b	a	b	c	*d
Unweighted total	338	268	9	80	40	266	11	78	42	69	252	59	-
Weighted total	318	243	10	73	36	241	13	72	37	57	219	42	-
Use of new/digital communication methods	142	105	**	37	**	104	**	37	**	33	100	23	**
	45%	43%	**	51%	**	43%	**	51%	**	58%	45%	53%	**
Increase use of emailing services	102	83	**	26	**	83	**	23	**	16	71	8	**
	32%	34%	**	35% b	**	34%	**	32%	**	29%	33% c	19%	**
Postal costs	45	37	**	7	**	37	**	9	**	5	31	3	**
	14%	15%	**	10%	**	15%	**	13%	**	8%	14%	6%	**
Electronic technology is more reliable / faster	21	16	**	3	**	16	**	3	**	2	12	6	**
	6%	7%	**	4%	**	7%	**	4%	**	4%	6%	13% ab	**
Increase use of social media	18	13	**	2	**	13	**	2	**	1	13	-	**
	6%	5%	**	3%	**	6%	**	3%	**	1%	6%	-%	**
Downsizing the company	9	9	**	2	**	9	**	2	**	2	7	-	**
	3%	4%	**	3%	**	4%	**	3%	**	3%	3%	-%	**
Environmental costs	6	2	**	*	**	2	**	-	**	-	*	2	**
	2%	1%	**	*%	**	1%	**	-%	**	-%	*%	5% b	**
Less effective than other communications media	6	2	**	-	**	2	**	-	**	2	2	-	**
	2%	1%	**	-%	**	1%	**	-%	**	3%	1%	-%	**
More BACS payments	4	4	**	2	**	4	**	2	**	-	4	-	**
	1%	2%	**	3%	**	2%	**	3%	**	-%	2%	-%	**
Retirement / closing the business	4	3	**	3	**	3	**	3	**	2	3	2	**
	1%	1%	**	4%	**	1%	**	4%	**	4%	1%	5%	**
Poor customer service /unreliable service	2	-	**	-	**	-	**	-	**	-	-	-	**
	1%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**
Because of the recession	2	1	**	*	**	1	**	*	**	1	1	1	**
	*%	1%	**	*%	**	*%	**	*%	**	2%	1%	2%	**
Relocation of staff / company	1	*	**	1	**	*	**	1	**	-	*	-	**
	*%	*%	**	1%	**	*%	**	1%	**	-%	*%	-%	**
Too complicated - hard to understand what the best mailing option is	-	-	**	-	**	-	**	-	**	-	-	-	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	***b**	a	b	a	***b**	a	b	a	b	c	***d**
Unweighted total	**338**	268	9	80	40	266	11	78	42	69	252	59	-
Weighted total	**318**	243	10	73	36	241	13	72	37	57	219	42	-
Other	**22**	16	**	5	**	15	**	5	**	3	14	7	**
	7%	*6%*	**	*7%*	**	*6%*	**	*6%*	**	*5%*	*6%*	*18%* **ab**	**
Don't Know	**-**	-	**	-	**	-	**	-	**	-	-	-	**
	-%	-%	**	-%	**	-%	**	-%	**	-%	-%	-%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	338	57	160	31	-	76	87	37	-	255	172	95	216	200	5
Weighted total	318	50	137	26	-	74	74	35	-	226	148	89	187	164	3
Use of new/digital communication methods	142	28	62	**	**	33	42	**	**	100	62	42	91	73	**
	45%	57%	45%	**	**	45%	56%	**	**	44%	42%	47%	49%	44%	**
Increase use of emailing services	102	15	49	**	**	25	17	**	**	75	55	25	58	50	**
	32%	31%	36%	**	**	34%	23%	**	**	33%	37%	29%	31%	30%	**
Postal costs	45	4	24	**	**	9	9	**	**	33	26	13	26	31	**
	14%	8%	18%	**	**	12%	12%	**	**	15%	17%	15%	14%	19%	**
Electronic technology is more reliable / faster	21	2	10	**	**	*	3	**	**	14	12	3	14	11	**
	6%	3%	7%	**	**	*%	4%	**	**	6%	8%	3%	7%	7%	**
Increase use of social media	18	-	4	**	**	2	-	**	**	13	4	2	11	9	**
	6%	-%	3%	**	**	3%	-%	**	**	6%	3%	3%	6%	5%	**
Downsizing the company	9	4	3	**	**	4	2	**	**	7	4	4	7	7	**
	3%	8%	2%	**	**	5%	3%	**	**	3%	3%	5%	4%	4%	**
		b													
Environmental costs	6	2	*	**	**	*	-	**	**	2	2	*	2	*	**
	2%	4%	*%	**	**	*%	-%	**	**	1%	1%	*%	1%	*%	**
		b		b											
Less effective than other communications media	6	-	-	**	**	-	-	**	**	2	-	-	2	*	**
	2%	-%	-%	**	**	-%	-%	**	**	1%	-%	-%	1%	*%	**
More BACS payments	4	-	2	**	**	2	2	**	**	4	2	2	-	4	**
	1%	-%	1%	**	**	3%	3%	**	**	2%	1%	2%	-%	2%	**
														a	
Retirement / closing the business	4	-	3	**	**	3	3	**	**	3	3	3	3	*	**
	1%	-%	2%	**	**	4%	3%	**	**	1%	2%	4%	1%	*%	**
Poor customer service /unreliable service	2	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	1%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Because of the recession	2	1	1	**	**	1	*	**	**	1	1	1	1	1	**
	*%	2%	1%	**	**	1%	*%	**	**	1%	1%	1%	1%	*%	**
Relocation of staff / company	1	-	*	**	**	1	-	**	**	*	*	1	*	-	**
	*%	-%	*%	**	**	1%	-%	**	**	*%	*%	1%	*%	-%	**
Too complicated - hard to understand what the best mailing option is	-	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**
Other	22	1	5	**	**	4	6	**	**	16	7	11	7	12	**
	7%	1%	3%	**	**	6%	9%	**	**	7%	4%	12%	4%	7%	**
								ab				b			

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**338**	57	160	31	-	76	87	37	-	255	172	95	216	200	5
Weighted total	**318**	50	137	26	-	74	74	35	-	226	148	89	187	164	3
Don't Know	**-**	-	-	**	**	-	-	**	**	-	-	-	-	-	**
	-%	-%	-%	**	**	-%	-%	**	**	-%	-%	-%	-%	-%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**338**	74	53	53	13	15	208	204	33	6	10	4	316	281	319	272	330
Weighted total	**318**	62	50	51	16	15	172	165	33	5	5	2	300	253	301	245	311
Use of new/digital communication methods	**142**	38	26	23	**	**	83	72	**	**	**	**	134	105	135	96	140
	45%	*61%*	*51%*	*45%*	**	**	*48%*	*44%*	**	**	**	**	*45%*	*41%*	*45%*	*39%*	*45%*
Increase use of emailing services	**102**	12	13	16	**	**	53	49	**	**	**	**	99	89	99	85	99
	32%	*20%*	*25%*	*32%*	**	**	*31%*	*29%*	**	**	**	**	*33%*	*35%*	*33%*	*35%*	*32%*
Postal costs	**45**	11	7	7	**	**	26	30	**	**	**	**	37	30	37	31	41
	14%	*17%*	*14%*	*13%*	**	**	*15%*	*18%*	**	**	**	**	*12%*	*12%*	*12%*	*13%*	*13%*
Electronic technology is more reliable / faster	**21**	3	*	*	**	**	12	11	**	**	**	**	16	16	16	18	20
	6%	*4%*	*%*	*%*	**	**	*7%*	*6%*	**	**	**	**	*5%*	*6%*	*5%*	*7%*	*6%*
Increase use of social media	**18**	-	-	2	**	**	9	6	**	**	**	**	18	16	18	13	18
	6%	*-%*	*-%*	*5%*	**	**	*5%*	*4%*	**	**	**	**	*6%*	*6%*	*6%*	*5%*	*6%*
Downsizing the company	**9**	4	2	2	**	**	9	7	**	**	**	**	9	9	9	9	9
	3%	*7%*	*5%*	*4%*	**	**	*5%*	*4%*	**	**	**	**	*3%*	*4%*	*3%*	*4%*	*3%*
Environmental costs	**6**	*	-	*	**	**	*	*	**	**	**	**	4	4	4	4	6
	2%	*%*	*-%*	*%*	**	**	*%*	*%*	**	**	**	**	*1%*	*2%*	*1%*	*2%*	*2%*
Less effective than other communications media	**6**	-	-	-	**	**	2	*	**	**	**	**	4	4	4	4	4
	2%	*-%*	*-%*	*-%*	**	**	*1%*	*%*	**	**	**	**	*1%*	*2%*	*1%*	*2%*	*1%*
More BACS payments	**4**	-	2	-	**	**	-	4	**	**	**	**	4	4	4	4	4
	1%	*-%*	*4%*	*-%*	**	**	*-%*	*2%*	**	**	**	**	*1%*	*2%*	*1%*	*2%*	*1%*
								a									
Retirement / closing the business	**4**	3	-	3	**	**	3	1	**	**	**	**	4	4	4	4	4
	1%	*4%*	*-%*	*5%*	**	**	*2%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Poor customer service /unreliable service	**2**	-	-	-	**	**	-	-	**	**	**	**	2	2	2	-	2
	1%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**	*1%*	*1%*	*1%*	*-%*	*1%*
Because of the recession	**2**	1	1	1	**	**	1	1	**	**	**	**	1	1	1	1	2
	%	*1%*	*1%*	*1%*	**	**	*1%*	*%*	**	**	**	**	*%*	*%*	*%*	*1%*	*%*
Relocation of staff / company	**1**	-	-	1	**	**	*	-	**	**	**	**	1	1	1	1	1
	%	*-%*	*-%*	*1%*	**	**	*%*	*-%*	**	**	**	**	*%*	*%*	*%*	*%*	*%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	**	**	*-%*	*-%*	**	**	**	**	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**22**	1	5	3	**	**	7	12	**	**	**	**	22	16	22	20	22
	7%	*1%*	*11%*	*5%*	**	**	*4%*	*7%*	**	**	**	**	*7%*	*6%*	*7%*	*8%*	*7%*
			a														

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	***d**	***e**	a	b	a	***b**	***c**	***d**	a	b	c	d	e
Unweighted total	**338**	74	53	53	13	15	208	204	33	6	10	4	316	281	319	272	330
Weighted total	**318**	62	50	51	16	15	172	165	33	5	5	2	300	253	301	245	311
Don't Know	**-**	-	-	-	**	**	-	-	**	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	**	**	**	**	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	*b	a	b	a	*b	*a	b	*a	*b	c
Unweighted total	**338**	206	321	88	2	250	19	60	262	67	3	14	61	-	-	338
Weighted total	**318**	205	299	69	2	227	20	63	234	63	4	13	55	-	-	318
Use of new/digital communication methods	**142**	76	135	30	**	105	**	28	99	27	**	**	25	**	**	142
	45%	*37%*	*45%*	*44%*	**	*46%*	**	*45%*	*42%*	*43%*	**	**	*45%*	**	**	*45%*
Increase use of emailing services	**102**	76	97	20	**	70	**	18	80	16	**	**	13	**	**	102
	32%	*37%*	*33%*	*29%*	**	*31%*	**	*28%*	*34%*	*25%*	**	**	*23%*	**	**	*32%*
Postal costs	**45**	21	37	10	**	31	**	6	36	7	**	**	7	**	**	45
	14%	*10%*	*12%*	*14%*	**	*14%*	**	*10%*	*16%*	*12%*	**	**	*13%*	**	**	*14%*
Electronic technology is more reliable / faster	**21**	11	16	6	**	8	**	10	11	4	**	**	4	**	**	21
	6%	*5%*	*5%*	*9%*	**	*4%*	**	*15%* b	*5%*	*6%*	**	**	*7%*	**	**	*6%*
Increase use of social media	**18**	15	18	2	**	16	**	2	16	-	**	**	-	**	**	18
	6%	*7%*	*6%*	*3%*	**	*7%*	**	*3%*	*7%*	*-%*	**	**	*-%*	**	**	*6%*
Downsizing the company	**9**	7	9	1	**	9	**	-	9	2	**	**	2	**	**	9
	3%	*4%*	*3%*	*2%*	**	*4%*	**	*-%*	*4%*	*3%*	**	**	*3%*	**	**	*3%*
Environmental costs	**6**	4	2	4	**	6	**	2	4	2	**	**	2	**	**	6
	2%	*2%*	*1%*	*6%* b	**	*3%*	**	*3%*	*2%*	*3%*	**	**	*4%*	**	**	*2%*
Less effective than other communications media	**6**	4	4	2	**	4	**	*	4	2	**	**	2	**	**	6
	2%	*2%*	*1%*	*2%*	**	*2%*	**	*%*	*2%*	*4%*	**	**	*4%*	**	**	*2%*
More BACS payments	**4**	4	4	-	**	4	**	-	4	-	**	**	-	**	**	4
	1%	*2%*	*1%*	*-%*	**	*2%*	**	*-%*	*2%*	*-%*	**	**	*-%*	**	**	*1%*
Retirement / closing the business	**4**	3	4	-	**	3	**	*	3	-	**	**	-	**	**	4
	1%	*2%*	*1%*	*-%*	**	*1%*	**	*1%*	*1%*	*-%*	**	**	*-%*	**	**	*1%*
Poor customer service /unreliable service	**2**	-	2	-	**	-	**	2	-	-	**	**	-	**	**	2
	1%	*-%*	*1%*	*-%*	**	*-%*	**	*3%* b	*-%*	*-%*	**	**	*-%*	**	**	*1%*
Because of the recession	**2**	1	2	1	**	1	**	-	1	1	**	**	1	**	**	2
	%	*%*	*1%*	*1%*	**	*1%*	**	*-%*	*1%*	*1%*	**	**	*1%*	**	**	*%*
Relocation of staff / company	**1**	1	1	1	**	1	**	1	*	-	**	**	-	**	**	1
	%	*%*	*%*	*1%*	**	*%*	**	*1%*	*%*	*-%*	**	**	*-%*	**	**	*%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	**	-	**	-	-	-	**	**	-	**	**	-
	-%	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	**	**	*-%*	**	**	*-%*
Other	**22**	21	21	8	**	13	**	9	14	7	**	**	5	**	**	22
	7%	*10%*	*7%*	*11%*	**	*6%*	**	*14%* b	*6%*	*12%*	**	**	*10%*	**	**	*7%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	***d**	a	***b**	a	b	a	***b**	***a**	b	***a**	***b**	c
Unweighted total	**338**	206	321	88	2	250	19	60	262	67	3	14	61	-	-	338
Weighted total	**318**	205	299	69	2	227	20	63	234	63	4	13	55	-	-	318
Don't Know	**-**	-	-	-	**	-	**	-	-	-	**	**	-	**	**	-
	-%	-%	-%	-%	**	-%	**	-%	-%	-%	**	**	-%	**	**	-%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**338**	42	22	266	278	60
Weighted total	**318**	43	21	250	260	59
Use of new/digital communication methods	**142**	**	**	120	121	21
	45%	**	**	*48%* a	*47%*	*36%*
Increase use of emailing services	**102**	**	**	88	93	9
	32%	**	**	*35%* a	*36%* b	*15%*
Postal costs	**45**	**	**	28	37	8
	14%	** c	**	*11%*	*14%*	*14%*
Electronic technology is more reliable / faster	**21**	**	**	15	16	5
	6%	**	**	*6%*	*6%*	*8%*
Increase use of social media	**18**	**	**	12	18	*
	6%	**	**	*5%*	*7%* b	*%*
Downsizing the company	**9**	**	**	7	*	9
	3%	**	**	*3%*	*%*	*16%* a
Environmental costs	**6**	**	**	4	6	*
	2%	**	**	*2%*	*2%*	*%*
Less effective than other communications media	**6**	**	**	2	4	2
	2%	**	**	*1%*	*2%*	*4%*
More BACS payments	**4**	**	**	4	2	2
	1%	**	**	*2%*	*1%*	*3%*
Retirement / closing the business	**4**	**	**	3	3	1
	1%	**	**	*1%*	*1%*	*1%*
Poor customer service /unreliable service	**2**	**	**	2	2	-
	1%	**	**	*1%*	*1%*	*-%*
Because of the recession	**2**	**	**	1	1	*
	%	**	**	*%*	*1%*	*%*
Relocation of staff / company	**1**	**	**	-	1	-
	%	**	**	*-%*	*%*	*-%*
Too complicated - hard to understand what the best mailing option is	**-**	**	**	-	-	-
	-%	**	**	*-%*	*-%*	*-%*
Other	**22**	**	**	11	17	5
	7%	**	**	*4%*	*7%*	*9%*

Columns Tested: a,b,c - a,b

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	c	a	b
Unweighted total	**338**	42	22	266	278	60
Weighted total	**318**	43	21	250	260	59
Don't Know	**-**	**	**	-	-	-
	-%	**	**	-%	-%	-%

Columns Tested: a,b,c - a,b

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	*b	*c	d	*e	*f	g	*h	i	j	*k	*l
Unweighted total	338	32	21	21	31	29	14	35	19	39	43	29	25
Weighted total	318	23	24	22	29	31	13	26	20	42	35	32	23
Use of new/digital communication methods	142	**	**	**	**	**	**	**	**	**	**	**	**
	45%	**	**	**	**	**	**	**	**	**	**	**	**
										g	g		
Increase use of emailing services	102	**	**	**	**	**	**	**	**	**	**	**	**
	32%	**	**	**	**	**	**	**	**	**	**	**	**
					ij								
Postal costs	45	**	**	**	**	**	**	**	**	**	**	**	**
	14%	**	**	**	**	**	**	**	**	**	**	**	**
										dj			
Electronic technology is more reliable / faster	21	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
		g											
Increase use of social media	18	**	**	**	**	**	**	**	**	**	**	**	**
	6%	**	**	**	**	**	**	**	**	**	**	**	**
								ad					
Downsizing the company	9	**	**	**	**	**	**	**	**	**	**	**	**
	3%	**	**	**	**	**	**	**	**	**	**	**	**
		ij											
Environmental costs	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
Less effective than other communications media	6	**	**	**	**	**	**	**	**	**	**	**	**
	2%	**	**	**	**	**	**	**	**	**	**	**	**
More BACS payments	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Retirement / closing the business	4	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Poor customer service /unreliable service	2	**	**	**	**	**	**	**	**	**	**	**	**
	1%	**	**	**	**	**	**	**	**	**	**	**	**
Because of the recession	2	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Relocation of staff / company	1	**	**	**	**	**	**	**	**	**	**	**	**
	*%	**	**	**	**	**	**	**	**	**	**	**	**
Too complicated - hard to understand what the best mailing option is	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**
Other	22	**	**	**	**	**	**	**	**	**	**	**	**
	7%	**	**	**	**	**	**	**	**	**	**	**	**
Don't Know	-	**	**	**	**	**	**	**	**	**	**	**	**
	-%	**	**	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**338**	74	74	93	97
Weighted total	**318**	68	73	88	90
Use of new/digital communication methods	**142**	31	37	32	43
	45%	*45%*	*52%*	*36%*	*48%*
			c		
Increase use of emailing services	**102**	21	27	31	22
	32%	*31%*	*38%*	*35%*	*24%*
Postal costs	**45**	8	7	17	13
	14%	*12%*	*10%*	*20%*	*14%*
Electronic technology is more reliable / faster	**21**	5	8	3	4
	6%	*8%*	*11%*	*3%*	*5%*
			c		
Increase use of social media	**18**	-	-	8	9
	6%	*-%*	*-%*	*10%*	*10%*
				ab	**ab**
Downsizing the company	**9**	5	-	2	2
	3%	*7%*	*-%*	*2%*	*3%*
		b			
Environmental costs	**6**	*	2	-	4
	2%	**%*	*3%*	*-%*	*5%*
					c
Less effective than other communications media	**6**	-	2	-	4
	2%	*-%*	*3%*	*-%*	*5%*
					c
More BACS payments	**4**	-	-	2	2
	1%	*-%*	*-%*	*2%*	*2%*
Retirement / closing the business	**4**	-	-	1	3
	1%	*-%*	*-%*	*1%*	*3%*
Poor customer service /unreliable service	**2**	2	-	-	-
	1%	*3%*	*-%*	*-%*	*-%*
Because of the recession	**2**	1	-	*	1
	****%***	*1%*	*-%*	**%*	*1%*
Relocation of staff / company	**1**	-	-	1	-
	****%***	*-%*	*-%*	*1%*	*-%*
Too complicated - hard to understand what the best mailing option is	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other	**22**	5	2	8	8
	7%	*7%*	*3%*	*9%*	*9%*
Don't Know	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*

Columns Tested: a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Yes, and we have tried another provider	**269**	261	5	1	1	**	8	75	69	22	4	9
	13%	*14%* f	*10%*	*9%*	*9%*	**	*10%*	*12%*	*15%*	*18%*	*9%*	*15%*
Yes, but we have not tried another provider	**135**	130	3	1	1	**	5	56	28	13	1	6
	7%	*7%*	*6%*	*8%*	*7%*	**	*6%*	*9%* d	*6%*	*11%* d	*1%*	*11%* d
No	**1579**	1514	42	14	9	**	65	499	351	83	39	44
	79%	*79%*	*82%*	*83%*	*80%*	**	*81%*	*79%* c	*78%*	*71%*	*90%* **abce**	*74%*
Don't Know	**17**	15	1	*	1	**	2	2	*	-	-	*
	1%	*1%*	*2%* a	*1%*	*5%* a	**	*2%* a	*%*	*%*	-%	-%	*%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Yes, and we have tried another provider	**269**	29	11	43	6	29	48	26	27	21	240	10	10	9
	13%	*17%*	*7%*	*13%*	*8%*	*17%*	*15%*	*13%*	*17%*	*14%*	*14%*	*11%*	*10%*	*10%*
		bm				**bm**	m		**bm**					
Yes, but we have not tried another provider	**135**	3	10	23	8	14	24	10	17	15	125	3	5	2
	7%	*2%*	*7%*	*7%*	*10%*	*8%*	*8%*	*5%*	*11%*	*10%*	*7%*	*3%*	*5%*	*3%*
				am	**akm**	**akm**	**akm**		**aklm**	**akm**	**akm**			
No	**1579**	139	127	264	62	124	238	158	113	115	1339	78	79	83
	79%	*81%*	*84%*	*79%*	*80%*	*72%*	*77%*	*81%*	*72%*	*76%*	*78%*	*85%*	*84%*	*88%*
			eh									**efhij**	**efhj**	**cefhij**
Don't Know	**17**	-	3	4	2	4	*	2	*	-	16	*	1	*
	1%	*-%*	*2%*	*1%*	*3%*	*2%*	**%*	*1%*	**%*	*-%*	*1%*	**%*	*1%*	**%*
					fm	**fkm**								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Yes, and we have tried another provider	**269**	35	12	41	**	23	48	24	24	21	236	15	10	9
	13%	*17%*	*9%*	*13%*	**	*15%*	*14%*	*14%*	*15%*	*12%*	*14%*	*15%*	*10%*	*10%*
		lm												
Yes, but we have not tried another provider	**135**	3	10	16	**	12	33	10	15	19	125	3	5	2
	7%	*1%*	*8%*	*5%*	**	*8%*	*10%*	*6%*	*9%*	*11%*	*7%*	*3%*	*5%*	*3%*
			am		**akm**	**akm**	**aklm**	a	**akm**	**acklm**	**akm**			
No	**1579**	168	100	252	**	111	260	134	121	135	1331	81	85	83
	79%	*82%*	*80%*	*80%*	**	*74%*	*76%*	*79%*	*75%*	*77%*	*78%*	*82%*	*85%*	*88%*
													efhjcdefghij	
Don't Know	**17**	-	3	4	**	4	*	2	*	-	16	*	1	*
	1%	*-%*	*2%*	*1%*	**	*3%*	**%*	*1%*	**%*	*-%*	*1%*	**%*	*1%*	**%*
			fm		**afkm**	**afkm**								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Yes, and we have tried another provider	**269**	**	56	**	12	110	10	7	68	228	41	241	28	264	5
	13%	**	*26%*	**	*7%*	*19%*	*13%*	*9%*	*9%*	*14%*	*11%*	*13%*	*15%*	*14%*	*4%*
			acdefgh			**adgh**				b				b	
Yes, but we have not tried another provider	**135**	**	22	**	4	43	*	1	60	119	16	124	11	133	2
	7%	**	*10%*	**	*3%*	*8%*	*1%*	*1%*	*7%*	*7%*	*4%*	*7%*	*6%*	*7%*	*2%*
			dfg	**fg**		**dfg**			**dfg**	b					
No	**1579**	**	136	**	144	420	67	73	661	1253	326	1440	139	1477	102
	79%	**	*64%*	**	*90%*	*73%*	*86%*	*88%*	*83%*	*78%*	*85%*	*79%*	*76%*	*78%*	*91%*
		be		b	**beh**	b	**be**	**be**	**be**		a				a
Don't Know	**17**	**	*	**	*	5	*	2	10	16	1	13	3	14	3
	1%	**	**%*	**	**%*	*1%*	**%*	*2%*	*1%*	*1%*	**%*	*1%*	*2%*	*1%*	*3%*
								b							a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Yes, and we have tried another provider	**269**	115	55	89	160	84	23	**	**	**	**	**	244	25	47	113	109
	13%	*10%*	*17%*	*19%*	*10%*	*24%*	*47%*	**	**	**	**	**	*13%*	*46%*	*6%*	*13%*	*27%*
			a	a		**ai**	**abi**						a	**abi**		a	**ab**
Yes, but we have not tried another provider	**135**	58	25	51	83	41	7	**	**	**	**	**	124	11	39	43	52
	7%	*5%*	*8%*	*11%*	*5%*	*12%*	*15%*	**	**	**	**	**	*6%*	*20%*	*5%*	*5%*	*13%*
			a	a		**ai**	**ai**							**ai**			**ab**
No	**1579**	995	241	319	1343	217	18	**	**	**	**	**	1560	19	666	678	236
	79%	*85%*	*74%*	*69%*	*84%*	*63%*	*37%*	**	**	**	**	**	*80%*	*34%*	*88%*	*80%*	*59%*
		bc			**bcij**	**cj**							**bcj**		**bc**	c	
Don't Know	**17**	8	4	4	13	3	*	**	**	**	**	**	17	*	3	10	4
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	**	**	**	**	*1%*	*%*	*%*	*1%*	*1%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Yes, and we have tried another provider	**269**	158	122	183	196	63	164	174	5	**	**	**	**	**	182	**	**	**	**	**	**	**
	13%	*11%*	*14%*	*12%*	*27%*	*13%*	*14%*	*13%*	*7%*	**	**	**	**	**	*26%*	**	**	**	**	**	**	**
			a		**abcef**		a	d														
Yes, but we have not tried another provider	**135**	74	72	94	76	30	77	85	4	**	**	**	**	**	72	**	**	**	**	**	**	**
	7%	*5%*	*8%*	*6%*	*10%*	*6%*	*7%*	*6%*	*6%*	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
			ac		**acef**						**abc**											
No	**1579**	1140	662	1214	457	397	927	1104	61	**	**	**	**	**	447	**	**	**	**	**	**	**
	79%	*83%*	*77%*	*81%*	*62%*	*80%*	*79%*	*80%*	*87%*	**	**	**	**	**	*63%*	**	**	**	**	**	**	**
		bdf	d	**bd**		d	d															
Don't Know	**17**	9	6	10	5	7	12	9	*	**	**	**	**	**	5	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Yes, and we have tried another provider	**269**	57	40	57	28	**	39	40	59	54	**	162	**	22	161	108
	13%	*12%*	*10%*	*14%*	*14%*	**	*15%*	*25%* a	*34%* a	*40%* **ab**	**	*33%* c	** c	*11%*	*9%*	*48%* a
Yes, but we have not tried another provider	**135**	30	18	21	23	**	24	10	16	25	**	58	**	16	107	28
	7%	*6%*	*5%*	*5%*	*12%* **abc**	**	*9%*	*6%*	*9%*	*18%* **abc**	**	*12%* b	**	*8%*	*6%*	*12%* a
No	**1579**	388	329	338	148	**	191	107	99	57	**	267	**	162	1491	86
	79%	*81%* d	*85%* d	*80%* d	*73%*	**	*75%* **cd**	*67%* d	*57%* d	*42%*	**	*55%*	**	*81%* **ab**	*84%* b	*38%*
Don't Know	**17**	2	1	4	3	**	2	3	*	*	**	3	**	*	12	5
	1%	**%*	**%*	*1%*	*1%*	**	*1%*	*2%*	**%*	**%*	**	*1%*	** **ac**	**%*	*1%*	*2%* a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	***d**
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Yes, and we have tried another provider	**269**	164	19	76	120	156	27	81	115	62	132	32	**
	13%	*11%*	*37%*	*15%*	*49%*	*11%*	*39%*	*17%*	*46%*	*19%*	*10%*	*22%*	**
			a		a		a		a	b		b	
Yes, but we have not tried another provider	**135**	91	3	55	22	91	3	53	24	24	69	8	**
	7%	*6%*	*6%*	*11%*	*9%*	*6%*	*5%*	*11%*	*10%*	*7%*	*5%*	*6%*	**
No	**1579**	1185	29	361	97	1177	37	352	105	237	1078	104	**
	79%	*82%*	*57%*	*73%*	*40%*	*82%*	*54%*	*72%*	*42%*	*73%*	*84%*	*72%*	**
		b		b		b		b			**ac**		
Don't Know	**17**	10	-	1	5	8	2	1	5	1	9	1	**
	1%	*1%*	*-%*	**%*	*2%*	*1%*	*3%*	**%*	*2%*	**%*	*1%*	**%*	**
					a		a		a				

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Yes, and we have tried another provider	**269**	49	95	22	**	145	109	61	**	140	112	128	129	102	**
	13%	*17%*	*13%*	*20%*	**	*27%*	*24%*	*35%*	**	*10%*	*13%*	*22%*	*11%*	*11%*	**
				b				b			a	**ab**			
Yes, but we have not tried another provider	**135**	25	63	13	**	57	37	20	**	71	69	55	70	64	**
	7%	*9%*	*9%*	*12%*	**	*11%*	*8%*	*11%*	**	*5%*	*8%*	*9%*	*6%*	*7%*	**
											a	a			
No	**1579**	208	572	75	**	325	310	94	**	1116	649	401	974	742	**
	79%	*73%*	*78%*	*68%*	**	*62%*	*68%*	*54%*	**	*84%*	*78%*	*68%*	*83%*	*81%*	**
			c				**ac**			**bc**	c		c		
Don't Know	**17**	*	6	*	**	2	3	*	**	9	6	4	7	6	**
	1%	**%*	*1%*	**%*	**	**%*	*1%*	**%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Yes, and we have tried another provider	**269**	92	69	92	36	26	128	123	12	**	**	**	251	219	251	245	263
	13%	*23%*	*24%*	*26%*	*38%*	*30%*	*11%*	*13%*	*16%*	**	**	**	*14%*	*15%*	*14%*	*16%*	*14%*
					abc						a					**ace**	
Yes, but we have not tried another provider	**135**	35	32	48	13	12	69	63	4	**	**	**	125	91	125	102	133
	7%	*9%*	*11%*	*14%*	*13%*	*14%*	*6%*	*7%*	*5%*	**	**	**	*7%*	*6%*	*7%*	*7%*	*7%*
				a													
No	**1579**	273	187	212	48	49	947	745	60	**	**	**	1457	1161	1466	1146	1526
	79%	*68%*	*64%*	*60%*	*49%*	*56%*	*82%*	*80%*	*79%*	**	**	**	*79%*	*78%*	*79%*	*76%*	*79%*
		cde	d						c				d		d		
Don't Know	**17**	1	3	1	*	*	10	6	-	**	**	**	15	10	15	14	17
	1%	**%*	*1%*	**%*	**%*	**%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**2000**	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	**2000**	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Yes, and we have tried another provider	**269**	184	258	68	**	174	10	66	159	155	**	46	128	75	151	43
	13%	*17%*	*14%*	*17%*	**	*11%*	*13%*	*20%*	*10%*	*42%*	**	*47%*	*39%*	*33%*	*10%*	*13%*
		b						b						**bc**		
Yes, but we have not tried another provider	**135**	80	122	30	**	88	18	39	86	35	**	15	28	30	84	21
	7%	*7%*	*7%*	*7%*	**	*6%*	*22%*	*12%*	*5%*	*9%*	**	*15%*	*8%*	*13%*	*6%*	*6%*
							a	b						**bc**		
No	**1579**	835	1467	305	**	1305	53	220	1316	177	**	37	169	120	1204	250
	79%	*75%*	*79%*	*75%*	**	*83%*	*65%*	*67%*	*84%*	*48%*	**	*38%*	*51%*	*53%*	*83%*	*79%*
			a			b			a				a		a	a
Don't Know	**17**	9	15	3	**	12	-	4	13	3	**	-	5	-	12	5
	1%	*1%*	*1%*	*1%*	**	*1%*	*-%*	*1%*	*1%*	*1%*	**	*-%*	*1%*	*-%*	*1%*	*2%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Yes, and we have tried another provider	**269**	269	-	-	156	113
	13%	*100%* **bc**	*-%*	*-%*	*15%*	*12%*
Yes, but we have not tried another provider	**135**	-	135	-	75	60
	7%	*-%*	*100%* **ac**	*-%*	*7%*	*6%*
No	**1579**	-	-	1579	837	742
	79%	*-%*	*-%*	*100%* **ab**	*78%*	*80%*
Don't Know	**17**	-	-	-	6	10
	1%	*-%*	*-%*	*-%*	*1%*	*1%*

Columns Tested: a,b,c - a,b

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Yes, and we have tried another provider	**269**	25	21	22	27	35	25	25	14	19	27	16	14
	13%	*14%*	*12%*	*15%*	*13%*	*20%*	*21%*	*21%*	*10%*	*8%*	*16%*	*8%*	*11%*
		i		**ik**		**hikl**	**dhikl**	**bdhikl**			**ik**		
Yes, but we have not tried another provider	**135**	8	15	11	18	20	2	3	6	24	1	14	14
	7%	*5%*	*9%*	*7%*	*9%*	*11%*	*2%*	*2%*	*4%*	*10%*	**%*	*7%*	*11%*
		j	**fgj**	**gj**	**fgj**	**afghj**			j	**afghj**		j	**afghj**
No	**1579**	143	130	117	162	123	85	91	124	193	146	166	100
	79%	*80%*	*77%*	*77%*	*78%*	*69%*	*73%*	*77%*	*86%*	*81%*	*84%*	*84%*	*78%*
		e			e				**cefg**	e	**ef**	**ef**	
Don't Know	**17**	2	2	2	*	-	4	-	*	2	1	3	*
	1%	*1%*	*1%*	*1%*	**%*	*-%*	*3%*	*-%*	**%*	*1%*	**%*	*1%*	**%*
							degjl						

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Yes, and we have tried another provider	**269**	69	86	58	56
	13%	*14%*	*17%*	*12%*	*11%*
			cd		
Yes, but we have not tried another provider	**135**	34	40	32	29
	7%	*7%*	*8%*	*6%*	*6%*
No	**1579**	391	370	408	411
	79%	*78%*	*74%*	*82%*	*82%*
				b	b
Don't Know	**17**	7	4	2	4
	1%	*1%*	*1%*	**%*	*1%*

Columns Tested: a,b,c,d

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1621	1049	375	119	78	-	572	352	276	100	53	114
Weighted total	1579	1514	42	14	9	-	65	499	351	83	39	44
We don't mail large enough volumes	**430**	421	7	2	1	**	10	143	91	37	12	9
	27%	*28%*	*16%*	*16%*	*6%*	**	*15%*	*29%*	*26%*	*45%*	*32%*	*20%*
		bcdf	d	d			d			**abe**		
Our chosen provider is reliable enough for our needs	**348**	334	8	3	3	**	13	109	72	13	16	13
	22%	*22%*	*18%*	*21%*	*31%*	**	*21%*	*22%*	*21%*	*16%*	*43%*	*30%*
					bf						**abc**	c
We are near a Post Office	**270**	262	5	2	1	**	8	83	76	11	*	6
	17%	*17%*	*12%*	*13%*	*10%*	**	*12%*	*17%*	*22%*	*13%*	*1%*	*14%*
		bf						d	d	d		d
Our chosen provider is fast enough for our needs	**102**	99	2	1	*	**	3	28	23	1	3	11
	6%	*7%*	*5%*	*7%*	*5%*	**	*5%*	*6%*	*7%*	*1%*	*7%*	*24%*
									c			**abcd**
Unaware of other providers	**89**	85	2	1	1	**	4	28	15	3	3	*
	6%	*6%*	*5%*	*5%*	*8%*	**	*6%*	*6%*	*4%*	*3%*	*7%*	*1%*
								e			e	
Our chosen provider is safe enough for our needs	**80**	77	2	1	*	**	3	22	12	2	3	7
	5%	*5%*	*5%*	*7%*	*5%*	**	*5%*	*4%*	*3%*	*2%*	*7%*	*16%*
												abc
Support Royal Mail / local Post Office / I'm against privatisation	**80**	77	2	1	*	**	3	27	17	4	1	1
	5%	*5%*	*5%*	*6%*	*3%*	**	*5%*	*5%*	*5%*	*5%*	*2%*	*2%*
Convenience / easier / suits our needs	**80**	76	4	*	*	**	4	29	12	5	*	7
	5%	*5%*	*8%*	*2%*	*4%*	**	*6%*	*6%*	*3%*	*6%*	*%*	*15%*
			ac				c					**abcd**
Happy / satisfied with the service from current provider	**78**	71	4	1	1	**	6	25	15	5	3	2
	5%	*5%*	*10%*	*9%*	*6%*	**	*9%*	*5%*	*4%*	*6%*	*8%*	*4%*
			a	a			a					
No need to change - no demand / requirement to change	**53**	51	1	-	1	**	2	19	18	7	-	1
	3%	*3%*	*2%*	*-%*	*9%*	**	*3%*	*4%*	*5%*	*8%*	*-%*	*3%*
		c			**abcf**					d		
Our customers prefer our chosen provider	**52**	49	1	1	1	**	2	11	12	-	3	4
	3%	*3%*	*2%*	*5%*	*6%*	**	*3%*	*2%*	*4%*	*-%*	*7%*	*10%*
											ac	**abc**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	**1621**	1049	375	119	78	-	572	352	276	100	53	114
Weighted total	**1579**	1514	42	14	9	-	65	499	351	83	39	44
Not considered / haven't thought about it / no time / it's not my decision	**37**	34	2	1	*	**	3	11	12	2	1	2
	2%	*2%*	*5%*	*7%*	*1%*	**	*5%*	*2%*	*3%*	*2%*	*2%*	*5%*
			a	**ad**			a					
Don't know enough about other providers and their services	**30**	29	1	*	*	**	1	12	4	-	2	*
	2%	*2%*	*1%*	*2%*	*2%*	**	*2%*	*2%*	*1%*	-%	*6%*	*1%*
											bc	
Others more expensive than our current providers	**27**	26	1	1	-	**	1	14	7	2	*	*
	2%	*2%*	*2%*	*4%*	-%	**	*2%*	*3%*	*2%*	*2%*	*%	*1%*
Don't know enough about what other providers offer	**27**	25	1	*	-	**	2	6	9	1	-	*
	2%	*2%*	*3%*	*2%*	-%	**	*2%*	*1%*	*3%*	*1%*	-%	*%
Always been with them / always use them	**25**	25	*	*	*	**	1	5	11	1	-	*
	2%	*2%*	*1%*	*1%*	*3%*	**	*1%*	*1%*	*3%*	*1%*	-%	*%
Other providers don't pick up mail in this area	**17**	16	*	*	*	**	1	8	3	-	*	*
	1%	*1%*	*%	*1%*	*2%*	**	*1%*	*2%*	*1%*	-%	*%	*%
Close to a post box	**9**	9	*	-	-	**	*	7	2	-	-	-
	1%	*1%*	*%	-%	-%	**	*%	*1%*	*%	-%	-%	-%
Mainly doing it electronically / on the internet	**7**	7	-	*	-	**	*	4	-	2	-	-
	%	*%	-%	*1%*	-%	**	*%	*1%*	-%	*2%*	-%	-%
										b		
Loyalty	**6**	6	-	-	*	**	*	4	-	-	-	-
	%	*%	-%	-%	*1%*	**	*%	*1%*	-%	-%	-%	-%
Other providers could not deliver to all the areas we need	**6**	6	-	-	-	**	-	3	3	-	-	-
	%	*%	-%	-%	-%	**	-%	*1%*	*1%*	-%	-%	-%
Other operators do not provide the service I need	**5**	5	*	*	*	**	1	3	2	*	-	*
	%	*%	*1%*	*2%*	*2%*	**	*1%*	*1%*	*1%*	*%	-%	*%
				a	a		a					
There aren't any others in this area / no competition - they have the monopoly	**5**	4	*	-	-	**	*	-	-	-	*	-
	%	*%	*%	-%	-%	**	*%	-%	-%	-%	*%	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**1621**	1049	375	119	78	-	572	352	276	100	53	114
Weighted total	**1579**	1514	42	14	9	-	65	499	351	83	39	44
Effort involved in switching outweighs the benefit	**25**	24	1	*	*	**	1	6	5	2	4	*
	2%	*2%*	*2%*	*3%*	*2%*	**	*2%*	*1%*	*1%*	*3%*	*10%* **abe**	*1%*
No reason	**16**	16	*	*	*	**	1	9	3	-	*	*
	1%	*1%*	*1%*	*1%*	*1%*	**	*1%*	*2%*	*1%*	*-%*	*1%*	*%*
Other	**37**	35	2	*	*	**	2	16	4	2	-	*
	2%	*2%*	*4%*	*2%*	*1%*	**	*3%*	*3%*	*1%*	*2%*	*-%*	*1%*
Don't know	**64**	58	4	1	1	**	6	16	10	2	*	1
	4%	*4%*	*9%* a	*7%*	*12%* a	**	*9%* a	*3%*	*3%*	*3%*	*1%*	*2%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1621	92	76	199	44	95	189	118	89	91	993	201	204	223
Weighted total	1579	139	127	264	62	124	238	158	113	115	1339	78	79	83
We don't mail large enough volumes	430	29	33	86	**	41	75	42	30	30	381	18	14	17
	27%	21%	26%	32%	**	33%	32%	26%	26%	26%	28%	23%	18%	20%
				aklm		lm	lm				lm			
Our chosen provider is reliable enough for our needs	348	26	41	52	**	20	62	32	21	29	305	15	14	14
	22%	19%	32%	20%	**	16%	26%	20%	18%	25%	23%	19%	18%	17%
			acehklm		aceghklm		lm							
We are near a Post Office	270	23	18	34	**	14	44	40	16	21	220	14	22	14
	17%	16%	14%	13%	**	11%	18%	25%	14%	19%	16%	18%	28%	17%
								cej					abcefhjkm	
Our chosen provider is fast enough for our needs	102	13	11	9	**	6	17	12	5	10	90	4	3	5
	6%	9%	9%	4%	**	5%	7%	8%	5%	8%	7%	5%	4%	5%
		c			c									
Unaware of other providers	89	11	3	18	**	2	8	12	10	5	69	5	5	10
	6%	8%	2%	7%	**	2%	3%	8%	9%	4%	5%	7%	6%	12%
									e					bdefijl
Our chosen provider is safe enough for our needs	80	11	9	10	**	6	12	6	4	7	70	4	3	4
	5%	8%	7%	4%	**	5%	5%	4%	3%	6%	5%	5%	4%	5%
Support Royal Mail / local Post Office / I'm against privatisation	80	12	3	13	**	8	14	7	2	2	65	6	3	7
	5%	9%	2%	5%	**	7%	6%	5%	2%	2%	5%	7%	4%	8%
		hi												hi
Convenience / easier / suits our needs	80	11	14	4	**	10	12	2	11	4	70	1	5	4
	5%	8%	11%	2%	**	8%	5%	1%	10%	4%	5%	2%	6%	5%
		cgk	cgjk			cgk			cgk		ck		cgk	
Happy / satisfied with the service from current provider	78	7	3	8	**	7	12	6	8	8	61	7	4	6
	5%	5%	2%	3%	**	6%	5%	4%	7%	7%	5%	8%	5%	7%
												cj		
No need to change - no demand / requirement to change	53	8	*	11	**	-	14	6	3	4	47	1	2	2
	3%	6%	*%	4%	**	-%	6%	4%	3%	4%	4%	1%	3%	3%
		bek		e			bek							
Our customers prefer our chosen provider	52	4	2	12	**	2	14	2	*	5	42	1	5	3
	3%	3%	2%	4%	**	2%	6%	1%	*%	4%	3%	1%	6%	4%
				k			ghk						ghjk	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1621	92	76	199	44	95	189	118	89	91	993	201	204	223
Weighted total	1579	139	127	264	62	124	238	158	113	115	1339	78	79	83
Not considered / haven't thought about it / no time / it's not my decision	**37**	2	3	6	**	4	6	4	2	1	30	2	1	4
	2%	*2%*	*2%*	*2%*	**	*3%*	*2%*	*3%*	*2%*	*1%*	*2%*	*2%*	*1%*	*5%*
														jl
Don't know enough about other providers and their services	**30**	-	4	4	**	4	2	4	2	3	27	2	1	1
	2%	-%	*3%*	*2%*	**	*3%*	*1%*	*2%*	*2%*	*2%*	*2%*	*2%*	*2%*	*1%*
					afm									
Others more expensive than our current providers	**27**	*	3	8	**	2	4	4	2	-	22	2	1	1
	2%	*%	*2%*	*3%*	**	*2%*	*2%*	*2%*	*2%*	-%	*2%*	*3%*	*2%*	*2%*
Don't know enough about what other providers offer	**27**	2	2	4	**	5	2	2	2	2	22	1	1	2
	2%	*1%*	*2%*	*2%*	**	*4%*	*1%*	*1%*	*2%*	*2%*	*2%*	*1%*	*2%*	*3%*
Always been with them / always use them	**25**	2	-	2	**	-	6	2	4	2	18	2	3	3
	2%	*1%*	-%	*1%*	**	-%	*3%*	*1%*	*4%*	*2%*	*1%*	*3%*	*3%*	*3%*
													j	j
Other providers don't pick up mail in this area	**17**	2	-	2	**	2	2	6	-	-	14	*	2	1
	1%	*1%*	-%	*1%*	**	*1%*	*1%*	*4%*	-%	-%	*1%*	*%*	*2%*	*1%*
								cjk						
Close to a post box	**9**	-	-	2	**	-	2	2	2	-	8	-	-	1
	1%	-%	-%	*1%*	**	-%	*1%*	*1%*	*2%*	-%	*1%*	-%	-%	*1%*
Mainly doing it electronically / on the internet	**7**	-	-	-	**	-	-	2	2	2	6	-	1	1
	%	-%	-%	-%	**	-%	-%	*1%*	*2%*	*2%*	*%*	-%	*1%*	*1%*
Loyalty	**6**	-	2	*	**	-	-	2	-	-	4	1	-	1
	%	-%	*2%*	*%*	**	-%	-%	*1%*	-%	-%	*%*	*2%*	-%	*1%*
												j		
Other providers could not deliver to all the areas we need	**6**	-	-	2	**	-	-	2	-	-	4	1	-	2
	%	-%	-%	*1%*	**	-%	-%	*1%*	-%	-%	*%*	*1%*	-%	*2%*
														jl
Other operators do not provide the service I need	**5**	-	-	-	**	2	*	*	-	*	2	2	1	1
	%	-%	-%	-%	**	*2%*	*%*	*%*	-%	*%*	*%*	*2%*	*1%*	*1%*
						j						**cj**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1621**	92	76	199	44	95	189	118	89	91	993	201	204	223
Weighted total	**1579**	139	127	264	62	124	238	158	113	115	1339	78	79	83
There aren't any others in this area / no competition - they have the monopoly	**5**	-	-	-	**	-	-	2	-	-	2	1	1	*
	***%**	-%	-%	-%	**	-%	-%	*1%*	-%	-%	*%*	*1%*	*2%*	*%*
								j				j	j	
Effort involved in switching outweighs the benefit	**25**	4	5	7	**	2	2	*	*	*	21	*	2	2
	2%	*3%*	*4%*	*3%*	**	*2%*	*1%*	*%*	*%*	*%*	*2%*	*%*	*2%*	*3%*
		k	**gk**	k										k
No reason	**16**	4	*	*	**	*	6	2	-	2	15	-	1	1
	1%	*3%*	*%*	*%*	**	*%*	*3%*	*1%*	-%	*2%*	*1%*	-%	*1%*	*2%*
		ck					**ck**			k				
Other	**37**	2	*	4	**	9	2	2	7	4	34	2	*	1
	2%	*1%*	*%*	*1%*	**	*7%*	*1%*	*1%*	*6%*	*4%*	*3%*	*2%*	*%*	*1%*
					bcflm	**bcfgjklm**			**bcfgjlm**	l	l			
Don't know	**64**	7	6	14	**	6	5	2	10	3	54	4	2	4
	4%	*5%*	*5%*	*5%*	**	*5%*	*2%*	*1%*	*9%*	*2%*	*4%*	*5%*	*3%*	*5%*
									fgjl					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1621**	111	61	189	37	91	195	103	92	104	983	206	209	223
Weighted total	**1579**	168	100	252	50	111	260	134	121	135	1331	81	85	83
We don't mail large enough volumes	**430**	34	24	82	**	38	82	34	40	34	379	18	17	17
	27%	*20%*	*24%*	*33%*	**	*34%*	*31%*	*25%*	*33%*	*25%*	*28%*	*22%*	*20%*	*20%*
				aklm		**aklm**	**aklm**		**aklm**		**lm**			
Our chosen provider is reliable enough for our needs	**348**	37	36	56	**	16	54	31	21	35	305	15	14	14
	22%	*22%*	*36%*	*22%*	**	*14%*	*21%*	*23%*	*17%*	*26%*	*23%*	*18%*	*17%*	*17%*
			cefhjklm		**acefghjklm**					**el**	l			
We are near a Post Office	**270**	31	11	38	**	12	37	36	19	32	218	16	22	14
	17%	*18%*	*11%*	*15%*	**	*11%*	*14%*	*27%*	*15%*	*24%*	*16%*	*20%*	*26%*	*17%*
								bcdefhjm		**bdef**		d	**bcdefhjm**	
Our chosen provider is fast enough for our needs	**102**	13	13	9	**	6	17	10	6	9	90	4	3	5
	6%	*8%*	*13%*	*4%*	**	*5%*	*6%*	*8%*	*5%*	*7%*	*7%*	*5%*	*4%*	*6%*
			cklm		**cl**									
Unaware of other providers	**89**	4	6	20	**	3	20	6	5	5	69	5	5	10
	6%	*3%*	*6%*	*8%*	**	*2%*	*8%*	*5%*	*4%*	*3%*	*5%*	*7%*	*6%*	*12%*
														adeghijl
Our chosen provider is safe enough for our needs	**80**	9	11	9	**	6	14	4	4	7	70	4	3	4
	5%	*5%*	*11%*	*4%*	**	*5%*	*6%*	*3%*	*3%*	*5%*	*5%*	*5%*	*3%*	*5%*
			cgl											
Support Royal Mail / local Post Office / I'm against privatisation	**80**	18	3	11	**	6	10	8	4	2	65	6	3	7
	5%	*11%*	*3%*	*5%*	**	*5%*	*4%*	*6%*	*3%*	*1%*	*5%*	*7%*	*4%*	*8%*
		efhijl										i		i
Convenience / easier / suits our needs	**80**	11	14	6	**	7	10	2	11	4	70	2	5	3
	5%	*7%*	*14%*	*2%*	**	*6%*	*4%*	*1%*	*9%*	*3%*	*5%*	*2%*	*6%*	*4%*
			cfgijklm		**cgk**				**cgk**					
Happy / satisfied with the service from current provider	**78**	9	3	8	**	5	14	2	8	8	61	7	4	6
	5%	*5%*	*3%*	*3%*	**	*5%*	*5%*	*2%*	*6%*	*6%*	*5%*	*8%*	*5%*	*7%*
												cgj		g
No need to change - no demand / requirement to change	**53**	8	*	9	**	-	15	6	3	4	47	1	2	2
	3%	*5%*	**%*	*4%*	**	*-%*	*6%*	*5%*	*3%*	*3%*	*4%*	*1%*	*2%*	*3%*
		e					**ek**	e						
Our customers prefer our chosen provider	**52**	10	*	11	**	2	10	2	1	5	42	1	5	3
	3%	*6%*	**%*	*4%*	**	*2%*	*4%*	*1%*	*1%*	*3%*	*3%*	*1%*	*6%*	*4%*
		hk		k									**hk**	k

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1621	111	61	189	37	91	195	103	92	104	983	206	209	223
Weighted total	1579	168	100	252	50	111	260	134	121	135	1331	81	85	83
Not considered / haven't thought about it / no time / it's not my decision	37	2	*	6	**	4	6	4	5	1	30	2	1	4
	2%	1%	*%	2%	**	4%	2%	3%	4%	1%	2%	2%	1%	5%
					l									jl
Don't know enough about other providers and their services	30	-	4	2	**	4	4	4	2	5	27	2	1	1
	2%	-%	4%	1%	**	3%	2%	3%	2%	3%	2%	2%	1%	1%
			a		a									
Others more expensive than our current providers	27	*	3	8	**	*	6	2	2	-	22	2	1	1
	2%	*%	3%	3%	**	*%	2%	1%	2%	-%	2%	3%	1%	2%
Don't know enough about what other providers offer	27	2	2	4	**	5	2	*	2	2	21	1	3	2
	2%	1%	2%	2%	**	4%	1%	*%	2%	2%	2%	1%	4%	3%
						fgj								
Always been with them / always use them	25	4	-	-	**	-	6	2	2	2	16	2	5	3
	2%	2%	-%	-%	**	-%	2%	2%	2%	1%	1%	2%	6%	3%
		c					c					c	cej	cj
Other providers don't pick up mail in this area	17	2	-	2	**	2	2	6	-	-	15	*	1	1
	1%	1%	-%	1%	**	2%	1%	5%	-%	-%	1%	*%	1%	1%
								cfhijk						
Close to a post box	9	-	-	2	**	-	2	2	2	-	8	-	-	1
	1%	-%	-%	1%	**	-%	1%	2%	2%	-%	1%	-%	-%	1%
Mainly doing it electronically / on the internet	7	-	-	-	**	-	2	-	2	2	6	-	1	1
	*%	-%	-%	-%	**	-%	1%	-%	2%	1%	*%	-%	1%	1%
Loyalty	6	-	2	-	**	-	*	2	-	-	4	1	-	1
	*%	-%	2%	-%	**	-%	*%	2%	-%	-%	*%	2%	-%	1%
			cjl									j		
Other providers could not deliver to all the areas we need	6	-	-	2	**	-	-	2	-	-	4	1	-	2
	*%	-%	-%	1%	**	-%	-%	1%	-%	-%	*%	1%	-%	2%
														fjl
Other operators do not provide the service I need	5	-	-	-	**	2	*	*	-	*	2	2	1	1
	*%	-%	-%	-%	**	2%	*%	*%	-%	*%	*%	2%	1%	1%
						j						cj		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1621**	111	61	189	37	91	195	103	92	104	983	206	209	223
Weighted total	**1579**	168	100	252	50	111	260	134	121	135	1331	81	85	83
There aren't any others in this area / no competition - they have the monopoly	**5**	-	-	-	**	-	-	2	-	-	2	1	1	*
	***%**	-%	-%	-%	**	-%	-%	*2%*	-%	-%	*%*	*1%*	*1%*	*%*
								j				j	j	
Effort involved in switching outweighs the benefit	**25**	6	3	6	**	2	4	-	*	*	21	*	2	2
	2%	*4%*	*3%*	*2%*	**	*2%*	*2%*	-%	*%	*%	*2%*	*%	*2%*	*3%*
		k	k	k										k
No reason	**16**	4	*	2	**	*	4	2	-	2	15	-	1	1
	1%	*3%*	*%	*1%*	**	*%	*1%*	*1%*	-%	*2%*	*1%*	-%	*1%*	*2%*
		k												
Other	**37**	2	*	6	**	9	3	2	4	4	34	2	*	1
	2%	*1%*	*%	*2%*	**	*8%*	*1%*	*1%*	*4%*	*3%*	*3%*	*2%*	*%	*1%*
					abflm	**abcfgjklm**			l	l	l			
Don't know	**64**	9	4	12	**	6	6	2	10	3	54	4	2	4
	4%	*6%*	*4%*	*5%*	**	*6%*	*2%*	*2%*	*9%*	*2%*	*4%*	*5%*	*3%*	*5%*
									fgijl					

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1621	37	130	33	151	371	81	72	732	1193	428	1433	188	1538	83
Weighted total	1579	34	136	29	144	420	67	73	661	1253	326	1440	139	1477	102
We don't mail large enough volumes	**430**	**	35	**	54	106	18	22	188	355	75	393	37	388	42
	27%	**	*26%*	**	*38%*	*25%*	*27%*	*31%*	*28%*	*28%*	*23%*	*27%*	*27%*	*26%*	*41%*
			c		**abceh**	c	c	c	c	b					a
Our chosen provider is reliable enough for our needs	**348**	**	36	**	33	106	8	15	134	291	56	329	19	323	24
	22%	**	*26%*	**	*23%*	*25%*	*13%*	*20%*	*20%*	*23%*	*17%*	*23%*	*14%*	*22%*	*24%*
			f			f				b		b			
We are near a Post Office	**270**	**	19	**	23	81	10	16	104	208	62	243	27	255	15
	17%	**	*14%*	**	*16%*	*19%*	*14%*	*22%*	*16%*	*17%*	*19%*	*17%*	*19%*	*17%*	*15%*
Our chosen provider is fast enough for our needs	**102**	**	15	**	14	30	6	6	30	82	20	90	12	91	11
	6%	**	*11%*	**	*10%*	*7%*	*8%*	*9%*	*5%*	*7%*	*6%*	*6%*	*9%*	*6%*	*11%*
			ch		h										
Unaware of other providers	**89**	**	6	**	3	30	*	3	36	70	19	82	7	86	3
	6%	**	*5%*	**	*2%*	*7%*	*%*	*4%*	*6%*	*6%*	*6%*	*6%*	*5%*	*6%*	*3%*
		df		**bdfgh**		**df**			f						
Our chosen provider is safe enough for our needs	**80**	**	12	**	10	27	3	6	22	68	12	73	7	76	5
	5%	**	*9%*	**	*7%*	*6%*	*5%*	*8%*	*3%*	*5%*	*4%*	*5%*	*5%*	*5%*	*5%*
			h		h	h									
Support Royal Mail / local Post Office / I'm against privatisation	**80**	**	4	**	6	7	7	4	43	60	20	74	6	73	7
	5%	**	*3%*	**	*4%*	*2%*	*11%*	*6%*	*7%*	*5%*	*6%*	*5%*	*4%*	*5%*	*7%*
				e			**bde**	e	e						
Convenience / easier / suits our needs	**80**	**	4	**	11	18	3	1	39	61	19	73	7	79	1
	5%	**	*3%*	**	*8%*	*4%*	*4%*	*2%*	*6%*	*5%*	*6%*	*5%*	*5%*	*5%*	*1%*
Happy / satisfied with the service from current provider	**78**	**	10	**	5	17	*	3	36	64	14	72	6	75	2
	5%	**	*7%*	**	*4%*	*4%*	*%*	*4%*	*5%*	*5%*	*4%*	*5%*	*4%*	*5%*	*2%*
			f	f											
No need to change - no demand / requirement to change	**53**	**	8	**	5	11	3	-	23	48	5	45	8	53	-
	3%	**	*6%*	**	*3%*	*3%*	*4%*	*-%*	*4%*	*4%*	*1%*	*3%*	*6%*	*4%*	*-%*
			g	g						b					
Our customers prefer our chosen provider	**52**	**	2	**	8	14	3	4	19	42	9	44	8	47	5
	3%	**	*1%*	**	*6%*	*3%*	*4%*	*6%*	*3%*	*3%*	*3%*	*3%*	*6%*	*3%*	*5%*

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

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Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1621	37	130	33	151	371	81	72	732	1193	428	1433	188	1538	83
Weighted total	1579	34	136	29	144	420	67	73	661	1253	326	1440	139	1477	102
Not considered / haven't thought about it / no time / it's not my decision	37	**	4	**	3	11	2	3	13	28	9	30	6	37	*
	2%	**	3%	**	2%	3%	3%	4%	2%	2%	3%	2%	5%	2%	*%
													a		
Don't know enough about other providers and their services	30	**	6	**	6	7	2	2	8	22	8	30	*	28	3
	2%	**	5%	**	4%	2%	3%	2%	1%	2%	2%	2%	*%	2%	3%
			eh		h										
Others more expensive than our current providers	27	**	2	**	1	11	*	-	13	26	2	27	1	27	-
	2%	**	1%	**	1%	3%	*%	-%	2%	2%	1%	2%	*%	2%	-%
										b					
Don't know enough about what other providers offer	27	**	4	**	5	12	2	1	2	22	5	27	*	25	2
	2%	**	3%	**	3%	3%	3%	1%	*%	2%	2%	2%	*%	2%	2%
		h	h		h	h	h								
Always been with them / always use them	25	**	*	**	4	9	-	*	9	17	8	24	1	25	-
	2%	**	*%	**	3%	2%	-%	*%	1%	1%	3%	2%	1%	2%	-%
		befgh													
Other providers don't pick up mail in this area	17	**	2	**	*	2	-	4	3	6	11	15	2	16	1
	1%	**	1%	**	*%	*%	-%	5%	1%	*%	3%	1%	2%	1%	1%
		bcdefgh						defh			a				
Close to a post box	9	**	-	**	2	1	2	-	4	9	1	9	-	9	-
	1%	**	-%	**	2%	*%	3%	-%	1%	1%	*%	1%	-%	1%	-%
					e		beh								
Mainly doing it electronically / on the internet	7	**	-	**	-	2	-	*	5	7	-	7	*	7	-
	*%	**	-%	**	-%	*%	-%	1%	1%	1%	-%	*%	*%	*%	-%
Loyalty	6	**	-	**	-	2	1	-	1	1	5	6	*	6	-
	*%	**	-%	**	-%	*%	1%	-%	*%	*%	1%	*%	*%	*%	-%
		bdegh									a				
Other providers could not deliver to all the areas we need	6	**	-	**	-	1	1	2	2	4	2	6	-	5	1
	*%	**	-%	**	-%	*%	1%	2%	*%	*%	1%	*%	-%	*%	1%
								eh							
Other operators do not provide the service I need	5	**	*	**	1	3	1	-	1	3	3	5	*	5	-
	*%	**	*%	**	*%	1%	2%	-%	*%	*%	1%	*%	*%	*%	-%
							h				a				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**1621**	37	130	33	151	371	81	72	732	1193	428	1433	188	1538	83
Weighted total	**1579**	34	136	29	144	420	67	73	661	1253	326	1440	139	1477	102
There aren't any others in this area / no competition - they have the monopoly	**5**	**	*	**	-	-	-	-	2	1	4	5	-	5	-
	***%**	**	*%	**	-%	-%	-%	-%	*%	*%	*1%*	*%	-%	*%	-%
		bdefgh									a				
Effort involved in switching outweighs the benefit	**25**	**	*	**	1	6	*	1	18	24	1	20	5	25	1
	2%	**	*%	**	*%	*1%*	*%	*1%*	*3%*	*2%*	*%	*1%*	*4%*	*2%*	*1%*
										b			a		
No reason	**16**	**	3	**	*	2	2	2	7	12	4	14	2	14	3
	1%	**	*2%*	**	*%	*1%*	*3%*	*3%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*3%*
								d							
Other	**37**	**	2	**	*	13	1	3	18	30	7	33	4	37	*
	2%	**	*1%*	**	*%	*3%*	*1%*	*4%*	*3%*	*2%*	*2%*	*2%*	*3%*	*2%*	*%
						d		d	d						
Don't know	**64**	**	4	**	4	17	6	1	29	53	11	59	5	59	5
	4%	**	*3%*	**	*3%*	*4%*	*10%*	*1%*	*4%*	*4%*	*3%*	*4%*	*3%*	*4%*	*5%*
							bdegh								

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1621	1018	241	342	1279	308	31	1	2	-	-	-	1587	34	553	726	342
Weighted total	1579	995	241	319	1343	217	18	1	*	-	-	-	1560	19	666	678	236
We don't mail large enough volumes	430	361	32	26	423	7	**	**	**	**	**	**	430	**	266	157	7
	27%	36%	13%	8%	31%	3%	**	**	**	**	**	**	28%	**	40%	23%	3%
		bc	c		bcij								bcj		bc	c	
Our chosen provider is reliable enough for our needs	348	179	68	98	282	58	**	**	**	**	**	**	339	**	122	159	66
	22%	18%	28%	31%	21%	27%	**	**	**	**	**	**	22%	**	18%	24%	28%
			a	a		a	abi							abi		a	a
We are near a Post Office	270	172	45	51	240	29	**	**	**	**	**	**	270	**	108	132	30
	17%	17%	19%	16%	18%	14%	**	**	**	**	**	**	17%	**	16%	19%	13%
					cj								cj			c	
Our chosen provider is fast enough for our needs	102	56	18	27	83	18	**	**	**	**	**	**	101	**	38	45	19
	6%	6%	8%	9%	6%	8%	**	**	**	**	**	**	7%	**	6%	7%	8%
Unaware of other providers	89	52	20	16	73	13	**	**	**	**	**	**	86	**	31	41	16
	6%	5%	8%	5%	5%	6%	**	**	**	**	**	**	6%	**	5%	6%	7%
							abi							abi			
Our chosen provider is safe enough for our needs	80	43	17	20	65	15	**	**	**	**	**	**	80	**	23	42	16
	5%	4%	7%	6%	5%	7%	**	**	**	**	**	**	5%	**	3%	6%	7%
																a	a
Support Royal Mail / local Post Office / I'm against privatisation	80	45	17	15	66	13	**	**	**	**	**	**	80	**	42	24	14
	5%	5%	7%	5%	5%	6%	**	**	**	**	**	**	5%	**	6%	4%	6%
															b		
Convenience / easier / suits our needs	80	46	18	16	60	18	**	**	**	**	**	**	78	**	25	35	21
	5%	5%	8%	5%	4%	8%	**	**	**	**	**	**	5%	**	4%	5%	9%
						ai								a			ab
Happy / satisfied with the service from current provider	78	48	7	23	58	19	**	**	**	**	**	**	77	**	26	31	20
	5%	5%	3%	7%	4%	9%	**	**	**	**	**	**	5%	**	4%	5%	8%
				b		ai											ab
No need to change - no demand / requirement to change	53	29	12	12	48	4	**	**	**	**	**	**	52	**	21	27	5
	3%	3%	5%	4%	4%	2%	**	**	**	**	**	**	3%	**	3%	4%	2%
Our customers prefer our chosen provider	52	22	15	14	35	17	**	**	**	**	**	**	51	**	19	15	17
	3%	2%	6%	5%	3%	8%	**	**	**	**	**	**	3%	**	3%	2%	7%
			a	a		ai											ab

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1621	1018	241	342	1279	308	31	1	2	-	-	-	1587	34	553	726	342
Weighted total	1579	995	241	319	1343	217	18	1	*	-	-	-	1560	19	666	678	236
Not considered / haven't thought about it / no time / it's not my decision	37	25	4	8	26	11	**	**	**	**	**	**	37	**	13	12	11
	2%	3%	2%	2%	2%	5%	**	**	**	**	**	**	2%	**	2%	2%	5%
						ai											ab
Don't know enough about other providers and their services	30	20	6	3	24	4	**	**	**	**	**	**	28	**	9	14	7
	2%	2%	2%	1%	2%	2%	**	**	**	**	**	**	2%	**	1%	2%	3%
							abi							abi			
Others more expensive than our current providers	27	6	2	20	14	11	**	**	**	**	**	**	25	**	5	9	13
	2%	1%	1%	6%	1%	5%	**	**	**	**	**	**	2%	**	1%	1%	6%
				ab		ai	ai							ai			ab
Don't know enough about what other providers offer	27	19	3	1	22	5	**	**	**	**	**	**	26	**	12	10	5
	2%	2%	1%	*%	2%	2%	**	**	**	**	**	**	2%	**	2%	1%	2%
		c															
Always been with them / always use them	25	16	3	6	22	3	**	**	**	**	**	**	25	**	9	13	4
	2%	2%	1%	2%	2%	1%	**	**	**	**	**	**	2%	**	1%	2%	2%
Other providers don't pick up mail in this area	17	6	4	6	16	*	**	**	**	**	**	**	17	**	8	9	*
	1%	1%	2%	2%	1%	*%	**	**	**	**	**	**	1%	**	1%	1%	*%
				a													
Close to a post box	9	7	2	*	9	-	**	**	**	**	**	**	9	**	4	5	-
	1%	1%	1%	*%	1%	-%	**	**	**	**	**	**	1%	**	1%	1%	-%
Mainly doing it electronically / on the internet	7	5	*	2	5	2	**	**	**	**	**	**	7	**	5	-	2
	*%	*%	*%	1%	*%	1%	**	**	**	**	**	**	*%	**	1%	-%	1%
															b		b
Loyalty	6	1	4	1	4	2	**	**	**	**	**	**	6	**	3	1	2
	*%	*%	2%	*%	*%	1%	**	**	**	**	**	**	*%	**	*%	*%	1%
			ac														b
Other providers could not deliver to all the areas we need	6	1	1	4	3	2	**	**	**	**	**	**	6	**	2	1	2
	*%	*%	*%	1%	*%	1%	**	**	**	**	**	**	*%	**	*%	*%	1%
				a		a											b
Other operators do not provide the service I need	5	4	1	1	3	2	**	**	**	**	**	**	5	**	1	3	2
	*%	*%	*%	*%	*%	1%	**	**	**	**	**	**	*%	**	*%	*%	1%
						a											

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1621**	1018	241	342	1279	308	31	1	2	-	-	-	1587	34	553	726	342
Weighted total	**1579**	995	241	319	1343	217	18	1	*	-	-	-	1560	19	666	678	236
There aren't any others in this area / no competition - they have the monopoly	**5**	1	1	3	5	*	**	**	**	**	**	**	5	**	2	3	*
	***%**	*%*	*%*	*1%*	*%*	*%*	**	**	**	**	**	**	*%*	**	*%*	*%*	*%*
				a													
Effort involved in switching outweighs the benefit	**25**	8	7	9	17	8	**	**	**	**	**	**	25	**	4	13	8
	2%	*1%*	*3%*	*3%*	*1%*	*4%*	**	**	**	**	**	**	*2%*	**	*1%*	*2%*	*4%*
			a	a		**ai**										a	a
No reason	**16**	11	3	3	12	4	**	**	**	**	**	**	16	**	7	5	4
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	**	**	**	**	**	**	*1%*	**	*1%*	*1%*	*2%*
Other	**37**	22	4	11	26	11	**	**	**	**	**	**	37	**	13	13	11
	2%	*2%*	*2%*	*3%*	*2%*	*5%*	**	**	**	**	**	**	*2%*	**	*2%*	*2%*	*5%*
						ai											**ab**
Don't know	**64**	32	11	19	52	12	**	**	**	**	**	**	63	**	18	34	12
	4%	*3%*	*4%*	*6%*	*4%*	*5%*	**	**	**	**	**	**	*4%*	**	*3%*	*5%*	*5%*
				a												a	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1621**	1245	781	1300	497	495	1013	1132	84	37	36	6	5	-	480	9	6	1	-	1	-	1
Weighted total	**1579**	1140	662	1214	457	397	927	1104	61	24	17	3	3	-	447	4	6	*	-	*	-	*
We don't mail large enough volumes	**430**	259	123	280	55	89	214	262	11	**	**	**	**	**	55	**	**	**	**	**	**	**
	27%	*23%*	*19%*	*23%*	*12%*	*22%*	*23%*	*24%*	*18%*	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
		bd	d	**bd**		d	**bd**	d	d	d												
Our chosen provider is reliable enough for our needs	**348**	277	170	291	122	75	198	255	25	**	**	**	**	**	120	**	**	**	**	**	**	**
	22%	*24%*	*26%*	*24%*	*27%*	*19%*	*21%*	*23%*	*41%*	**	**	**	**	**	*27%*	**	**	**	**	**	**	**
		e	**ef**	e	**ef**				a													
We are near a Post Office	**270**	201	122	211	85	65	161	201	5	**	**	**	**	**	83	**	**	**	**	**	**	**
	17%	*18%*	*18%*	*17%*	*19%*	*16%*	*17%*	*18%*	*8%*	**	**	**	**	**	*19%*	**	**	**	**	**	**	**
								b														
Our chosen provider is fast enough for our needs	**102**	86	49	86	36	17	64	80	3	**	**	**	**	**	36	**	**	**	**	**	**	**
	6%	*8%*	*7%*	*7%*	*8%*	*4%*	*7%*	*7%*	*5%*	**	**	**	**	**	*8%*	**	**	**	**	**	**	**
		e	e	e	e		e															
Unaware of other providers	**89**	68	37	68	23	29	66	54	5	**	**	**	**	**	22	**	**	**	**	**	**	**
	6%	*6%*	*6%*	*6%*	*5%*	*7%*	*7%*	*5%*	*9%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
											abc											
Our chosen provider is safe enough for our needs	**80**	69	39	69	30	16	53	60	3	**	**	**	**	**	30	**	**	**	**	**	**	**
	5%	*6%*	*6%*	*6%*	*7%*	*4%*	*6%*	*5%*	*6%*	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
Support Royal Mail / local Post Office / I'm against privatisation	**80**	58	37	60	21	28	60	58	1	**	**	**	**	**	21	**	**	**	**	**	**	**
	5%	*5%*	*6%*	*5%*	*5%*	*7%*	*6%*	*5%*	*2%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
Convenience / easier / suits our needs	**80**	64	35	67	22	28	57	60	2	**	**	**	**	**	21	**	**	**	**	**	**	**
	5%	*6%*	*5%*	*6%*	*5%*	*7%*	*6%*	*5%*	*3%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**
										abd												
Happy / satisfied with the service from current provider	**78**	62	31	67	27	26	51	61	5	**	**	**	**	**	27	**	**	**	**	**	**	**
	5%	*5%*	*5%*	*6%*	*6%*	*7%*	*6%*	*6%*	*9%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
No need to change - no demand / requirement to change	**53**	34	23	38	20	14	34	37	*	**	**	**	**	**	17	**	**	**	**	**	**	**
	3%	*3%*	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Our customers prefer our chosen provider	**52**	44	34	48	25	12	27	41	3	**	**	**	**	**	25	**	**	**	**	**	**	**
	3%	*4%*	*5%*	*4%*	*6%*	*3%*	*3%*	*4%*	*4%*	**	**	**	**	**	*6%*	**	**	**	**	**	**	**
			f		f						a											
Not considered / haven't thought about it / no time / it's not my decision	**37**	28	18	31	16	8	25	29	*	**	**	**	**	**	15	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*3%*	*4%*	*2%*	*3%*	*3%*	*1%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1621	1245	781	1300	497	495	1013	1132	84	37	36	6	5	-	480	9	6	1	-	1	-	1
Weighted total	1579	1140	662	1214	457	397	927	1104	61	24	17	3	3	-	447	4	6	*	-	*	-	*
Don't know enough about other providers and their services	30	19	12	21	11	10	22	19	*	**	**	**	**	**	11	**	**	**	**	**	**	**
	2%	2%	2%	2%	2%	3%	2%	2%	1%	**	**	**	**	**	2%	**	**	**	**	**	**	**
Others more expensive than our current providers	27	18	16	23	19	11	22	20	*	**	**	**	**	**	18	**	**	**	**	**	**	**
	2%	2%	2%	2%	4%	3%	2%	2%	1%	**	**	**	**	**	4%	**	**	**	**	**	**	**
					ac						abc											
Don't know enough about what other providers offer	27	20	12	23	6	6	18	22	*	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	2%	2%	2%	1%	2%	2%	2%	*%	**	**	**	**	**	1%	**	**	**	**	**	**	**
Always been with them / always use them	25	14	9	15	10	7	17	12	2	**	**	**	**	**	10	**	**	**	**	**	**	**
	2%	1%	1%	1%	2%	2%	2%	1%	3%	**	**	**	**	**	2%	**	**	**	**	**	**	**
Other providers don't pick up mail in this area	17	11	6	11	3	9	10	10	*	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	1%	1%	1%	1%	2%	1%	1%	*%	**	**	**	**	**	1%	**	**	**	**	**	**	**
						acd																
Close to a post box	9	7	5	7	-	-	6	7	*	**	**	**	**	**	-	**	**	**	**	**	**	**
	1%	1%	1%	1%	-%	-%	1%	1%	*%	**	**	**	**	**	-%	**	**	**	**	**	**	**
Mainly doing it electronically / on the internet	7	4	4	6	2	-	2	6	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	*%	*%	1%	1%	*%	-%	*%	1%	-%	**	**	**	**	**	*%	**	**	**	**	**	**	**
Loyalty	6	3	3	6	3	5	4	6	-	**	**	**	**	**	3	**	**	**	**	**	**	**
	*%	*%	*%	*%	1%	1%	*%	1%	-%	**	**	**	**	**	1%	**	**	**	**	**	**	**
						a																
Other providers could not deliver to all the areas we need	6	6	3	6	3	4	3	3	-	**	**	**	**	**	3	**	**	**	**	**	**	**
	*%	1%	*%	*%	1%	1%	*%	*%	-%	**	**	**	**	**	1%	**	**	**	**	**	**	**
										ab												
Other operators do not provide the service I need	5	5	2	5	1	3	5	2	*	**	**	**	**	**	1	**	**	**	**	**	**	**
	*%	*%	*%	*%	*%	1%	1%	*%	*%	**	**	**	**	**	*%	**	**	**	**	**	**	**
										a	ab											
There aren't any others in this area / no competition - they have the monopoly	5	4	3	4	2	*	4	4	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	*%	*%	1%	*%	*%	*%	*%	*%	-%	**	**	**	**	**	1%	**	**	**	**	**	**	**
Effort involved in switching outweighs the benefit	25	20	16	24	12	11	14	20	2	**	**	**	**	**	12	**	**	**	**	**	**	**
	2%	2%	2%	2%	3%	3%	2%	2%	4%	**	**	**	**	**	3%	**	**	**	**	**	**	**
										a												

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	***e**	***f**	***g**	a	***b**	***c**	***d**	***e**	***f**	***g**	***h**
Unweighted total	**1621**	1245	781	1300	497	495	1013	1132	84	37	36	6	5	-	480	9	6	1	-	1	-	1
Weighted total	**1579**	1140	662	1214	457	397	927	1104	61	24	17	3	3	-	447	4	6	*	-	*	-	*
No reason	**16**	12	6	12	7	4	9	12	-	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
Other	**37**	24	13	26	12	10	19	23	3	**	**	**	**	**	12	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*3%*	*3%*	*2%*	*2%*	*4%*	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
Don't know	**64**	50	27	53	22	12	35	47	3	**	**	**	**	**	22	**	**	**	**	**	**	**
	4%	*4%*	*4%*	*4%*	*5%*	*3%*	*4%*	*4%*	*4%*	**	**	**	**	**	*5%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	1621	330	328	359	273	10	188	121	115	71	2	245	34	213	1533	87
Weighted total	1579	388	329	338	148	11	191	107	99	57	3	267	23	162	1491	86
We don't mail large enough volumes	430	136	71	57	14	**	34	14	3	4	**	25	**	25	419	10
	27%	35%	22%	17%	9%	**	18%	13%	3%	7%	**	9%	**	15%	28%	11%
		bcd	d	d			cd	c					a		b	
Our chosen provider is reliable enough for our needs	348	89	86	69	47	**	40	28	34	20	**	83	**	35	318	29
	22%	23%	26%	20%	32%	**	21%	27%	35%	35%	**	31%	**	21%	21%	34%
					ac				a	a		bc				a
We are near a Post Office	270	63	47	86	14	**	39	29	13	4	**	44	**	40	270	*
	17%	16%	14%	25%	10%	**	20%	27%	13%	7%	**	17%	**	25%	18%	*%
		d		abd			d	cd				b		ab	b	
Our chosen provider is fast enough for our needs	102	36	16	16	17	**	7	12	7	11	**	28	**	7	93	9
	6%	9%	5%	5%	11%	**	3%	11%	7%	18%	**	11%	**	5%	6%	11%
		bc			bc			a		ac		c				
Unaware of other providers	89	17	10	25	17	**	12	1	8	3	**	12	**	9	87	2
	6%	4%	3%	7%	11%	**	6%	1%	8%	5%	**	5%	**	5%	6%	3%
				b	ab		b		b	b						
Our chosen provider is safe enough for our needs	80	27	18	10	13	**	1	12	9	8	**	25	**	5	73	7
	5%	7%	6%	3%	9%	**	*%	11%	9%	15%	**	9%	**	3%	5%	8%
		c			c			a	a	a		c				
Support Royal Mail / local Post Office / I'm against privatisation	80	20	16	18	4	**	12	3	6	*	**	10	**	11	80	-
	5%	5%	5%	5%	3%	**	6%	3%	6%	1%	**	4%	**	7%	5%	-%
															b	
Convenience / easier / suits our needs	80	18	13	28	6	**	11	1	6	3	**	12	**	8	74	6
	5%	5%	4%	8%	4%	**	6%	1%	6%	6%	**	4%	**	5%	5%	7%
				bd			b									
Happy / satisfied with the service from current provider	78	16	29	13	9	**	7	8	6	6	**	15	**	10	65	13
	5%	4%	9%	4%	6%	**	4%	7%	7%	11%	**	5%	**	6%	4%	15%
			ac							a						a
No need to change - no demand / requirement to change	53	11	11	8	8	**	10	4	2	2	**	9	**	11	48	5
	3%	3%	3%	2%	5%	**	5%	3%	2%	4%	**	3%	**	7%	3%	5%

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**1621**	330	328	359	273	10	188	121	115	71	2	245	34	213	1533	87
Weighted total	**1579**	388	329	338	148	11	191	107	99	57	3	267	23	162	1491	86
Our customers prefer our chosen provider	**52**	16	10	15	7	**	10	4	3	8	**	15	**	8	47	5
	3%	*4%*	*3%*	*5%*	*5%*	**	*5%*	*4%*	*3%*	*15%*	**	*6%*	**	*5%*	*3%*	*5%*
										abc						
Not considered / haven't thought about it / no time / it's not my decision	**37**	6	10	4	9	**	5	8	3	-	**	10	**	5	35	2
	2%	*2%*	*3%*	*1%*	*6%*	**	*3%*	*8%*	*3%*	*-%*	**	*4%*	**	*3%*	*2%*	*3%*
					ac			**ad**								
Don't know enough about other providers and their services	**30**	2	6	8	3	**	2	2	4	3	**	9	**	3	28	2
	2%	*1%*	*2%*	*2%*	*2%*	**	*1%*	*2%*	*4%*	*5%*	**	*3%*	**	*2%*	*2%*	*2%*
Others more expensive than our current providers	**27**	6	6	5	7	**	4	4	5	6	**	17	**	1	22	5
	2%	*1%*	*2%*	*1%*	*5%*	**	*2%*	*3%*	*5%*	*11%*	**	*7%*	**	**%*	*2%*	*6%*
					abc					**ab**		c	c			a
Don't know enough about what other providers offer	**27**	4	10	5	4	**	1	1	4	1	**	5	**	1	27	-
	2%	*1%*	*3%*	*1%*	*3%*	**	**%*	*1%*	*4%*	*1%*	**	*2%*	**	**%*	*2%*	*-%*
			a						a							
Always been with them / always use them	**25**	4	5	5	1	**	7	*	-	2	**	5	**	3	25	*
	2%	*1%*	*1%*	*1%*	*1%*	**	*4%*	**%*	*-%*	*4%*	**	*2%*	**	*2%*	*2%*	**%*
							c			c			**ac**			
Other providers don't pick up mail in this area	**17**	2	3	5	*	**	-	2	*	-	**	-	**	2	17	-
	1%	**%*	*1%*	*2%*	**%*	**	*-%*	*2%*	**%*	*-%*	**	*-%*	**	*1%*	*1%*	*-%*
								a								
Close to a post box	**9**	4	2	*	-	**	-	-	-	-	**	-	**	-	9	-
	1%	*1%*	*1%*	**%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*	**	*-%*	*1%*	*-%*
Mainly doing it electronically / on the internet	**7**	4	-	2	*	**	2	-	-	-	**	2	**	-	7	-
	****%***	*1%*	*-%*	*1%*	**%*	**	*1%*	*-%*	*-%*	*-%*	**	*1%*	**	*-%*	**%*	*-%*
Loyalty	**6**	5	1	-	*	**	3	-	-	-	**	-	**	3	6	-
	****%***	*1%*	**%*	*-%*	**%*	**	*1%*	*-%*	*-%*	*-%*	**	*-%*	**	*2%*	**%*	*-%*
		c												a		

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	b	c	a	b
Unweighted total	**1621**	330	328	359	273	10	188	121	115	71	2	245	34	213	1533	87
Weighted total	**1579**	388	329	338	148	11	191	107	99	57	3	267	23	162	1491	86
Other providers could not deliver to all the areas we need	**6**	1	1	2	-	**	1	1	-	2	**	2	**	1	6	-
	***%**	*%*	*%*	*1%*	*-%*	**	*%*	*1%*	*-%*	*3%* a	**	*1%*	**	*%*	*%*	*-%*
Other operators do not provide the service I need	**5**	1	3	1	*	**	1	*	1	*	**	-	**	1	5	*
	***%**	*%*	*1%*	*%*	*%*	**	*%*	*%*	*1%*	*%*	**	*-%*	**	*1%*	*%*	*%*
There aren't any others in this area / no competition - they have the monopoly	**5**	1	2	1	*	**	*	2	-	-	**	-	**	2	5	-
	***%**	*%*	*1%*	*%*	*%*	**	*%*	*2%*	*-%*	*-%*	**	*-%*	**	*1%*	*%*	*-%*
Effort involved in switching outweighs the benefit	**25**	8	4	6	5	**	8	1	1	2	**	8	**	3	25	-
	***2%**	*2%*	*1%*	*2%*	*3%*	**	*4%*	*1%*	*1%*	*3%*	**	*3%*	**	*2%*	*2%*	*-%*
No reason	**16**	3	4	5	*	**	-	3	4	*	**	3	**	2	14	2
	***1%**	*1%*	*1%*	*1%*	*%*	**	*-%*	*3%* a	*4%* a	*%*	**	*1%*	** **ac**	*1%*	*1%*	*2%*
Other	**37**	10	3	8	5	**	3	2	2	4	**	8	**	2	30	8
	***2%**	*3%*	*1%*	*2%*	*3%* b	**	*2%*	*2%*	*2%*	*7%* a	**	*3%*	** c	*1%*	*2%*	*9%* a
Don't know	**64**	12	16	21	4	**	7	7	7	*	**	16	**	3	60	4
	***4%**	*3%*	*5%*	*6%* **ad**	*3%*	**	*4%*	*7%* d	*7%* d	*%*	**	*6%* c	** c	*2%*	*4%*	*5%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	1621	1267	33	395	102	1259	41	387	110	295	1178	151	-
Weighted total	1579	1185	29	361	97	1177	37	352	105	237	1078	104	-
We don't mail large enough volumes	430	275	**	49	6	274	**	49	6	38	244	16	**
	27%	23%	**	14% b	6%	23%	**	14% b	6%	16%	23% a	16%	**
Our chosen provider is reliable enough for our needs	348	284	**	89	33	284	**	87	35	60	265	25	**
	22%	24%	**	25%	34%	24%	**	25%	33%	26%	25%	24%	**
We are near a Post Office	270	211	**	73	12	209	**	73	12	50	187	24	**
	17%	18% b	**	20%	12%	18% b	**	21% b	12%	21%	17%	23%	**
Our chosen provider is fast enough for our needs	102	85	**	27	9	85	**	23	12	11	83	8	**
	6%	7%	**	8%	9%	7%	**	7%	12%	5%	8%	7%	**
Unaware of other providers	89	66	**	19	4	66	**	17	6	19	62	15	**
	6%	6%	**	5%	5%	6%	**	5%	6%	8%	6%	14% ab	**
Our chosen provider is safe enough for our needs	80	67	**	24	6	67	**	22	8	9	68	8	**
	5%	6%	**	7%	7%	6%	**	6%	8%	4%	6%	7%	**
Support Royal Mail / local Post Office / I'm against privatisation	80	60	**	21	*	60	**	21	*	13	55	4	**
	5%	5%	**	6% b	*%	5%	**	6% b	*%	5%	5%	4%	**
Convenience / easier / suits our needs	80	65	**	13	9	65	**	13	9	11	64	4	**
	5%	5%	**	4%	9% a	6%	**	4%	8% a	5%	6%	4%	**
Happy / satisfied with the service from current provider	78	61	**	19	8	59	**	19	8	22	58	6	**
	5%	5%	** a	5%	8%	5%	** a	5%	8%	9% b	5%	6%	**
No need to change - no demand / requirement to change	53	36	**	15	5	36	**	15	5	12	30	4	**
	3%	3%	**	4%	5%	3%	**	4%	4%	5%	3%	4%	**
Our customers prefer our chosen provider	52	48	**	21	4	48	**	17	8	9	41	6	**
	3%	4%	**	6%	4%	4%	**	5%	7%	4%	4%	6%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1621**	1267	33	395	102	1259	41	387	110	295	1178	151	-
Weighted total	**1579**	1185	29	361	97	1177	37	352	105	237	1078	104	-
Not considered / haven't thought about it / no time / it's not my decision	**37**	31	**	14	2	31	**	13	3	6	28	2	**
	2%	*3%*	**	*4%*	*2%*	*3%*	**	*4%*	*2%*	*2%*	*3%*	*2%*	**
Don't know enough about other providers and their services	**30**	21	**	9	2	21	**	9	2	5	19	-	**
	2%	*2%*	**	*3%*	*2%*	*2%*	**	*3%*	*2%*	*2%*	*2%*	*-%*	**
Others more expensive than our current providers	**27**	23	**	14	5	23	**	14	5	6	16	5	**
	2%	*2%*	**	*4%*	*5%*	*2%*	**	*4%*	*5%*	*3%*	*1%*	*5%*	**
												b	
Don't know enough about what other providers offer	**27**	23	**	6	*	23	**	6	*	2	20	1	**
	2%	*2%*	**	*2%*	**%*	*2%*	**	*2%*	**%*	*1%*	*2%*	*1%*	**
Always been with them / always use them	**25**	15	**	7	3	15	**	7	3	2	14	1	**
	2%	*1%*	**	*2%*	*3%*	*1%*	**	*2%*	*2%*	*1%*	*1%*	*1%*	**
Other providers don't pick up mail in this area	**17**	11	**	2	*	11	**	2	*	3	10	-	**
	1%	*1%*	**	*1%*	**%*	*1%*	**	*1%*	**%*	*1%*	*1%*	*-%*	**
Close to a post box	**9**	7	**	-	-	7	**	-	-	-	7	-	**
	1%	*1%*	**	*-%*	*-%*	*1%*	**	*-%*	*-%*	*-%*	*1%*	*-%*	**
Mainly doing it electronically / on the internet	**7**	6	**	-	2	4	**	-	2	*	4	2	**
	****%***	*1%*	**	*-%*	*2%*	**%*	**	*-%*	*2%*	**%*	**%*	*2%*	**
					a		a		a			**ab**	
Loyalty	**6**	6	**	3	-	6	**	3	-	1	3	-	**
	****%***	**%*	**	*1%*	*-%*	**%*	**	*1%*	*-%*	**%*	**%*	*-%*	**
Other providers could not deliver to all the areas we need	**6**	6	**	3	-	6	**	3	-	1	5	-	**
	****%***	**%*	**	*1%*	*-%*	**%*	**	*1%*	*-%*	**%*	**%*	*-%*	**
Other operators do not provide the service I need	**5**	5	**	1	*	5	**	1	*	1	4	1	**
	****%***	**%*	**	**%*	**%*	**%*	**	**%*	**%*	**%*	**%*	*1%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1621**	1267	33	395	102	1259	41	387	110	295	1178	151	-
Weighted total	**1579**	1185	29	361	97	1177	37	352	105	237	1078	104	-
There aren't any others in this area / no competition - they have the monopoly	**5**	4	**	2	-	4	**	2	-	2	4	*	**
	***%**	*%	**	*1%*	-%	*%	**	*1%*	-%	*1%*	*%	*%	**
Effort involved in switching outweighs the benefit	**25**	24	**	10	2	22	**	10	2	10	16	3	**
	2%	*2%*	**	*3%*	*2%*	*2%*	**	*3%*	*2%*	*4%*	*1%*	*3%*	**
										b			
No reason	**16**	10	**	7	*	10	**	7	*	*	12	*	**
	1%	*1%*	**	*2%*	*%	*1%*	**	*2%*	*%	*%	*1%*	*%	**
			a				a						
Other	**37**	24	**	8	4	24	**	8	4	5	22	2	**
	2%	*2%*	**	*2%*	*4%*	*2%*	**	*2%*	*3%*	*2%*	*2%*	*2%*	**
Don't know	**64**	51	**	17	4	51	**	17	4	10	48	3	**
	4%	*4%*	**	*5%*	*4%*	*4%*	**	*5%*	*4%*	*4%*	*4%*	*3%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1621	245	689	96	-	325	344	94	2	1217	759	439	1039	861	27
Weighted total	1579	208	572	75	-	325	310	94	*	1116	649	401	974	742	12
We don't mail large enough volumes	430	36	110	11	**	35	46	8	**	253	123	47	216	165	**
	27%	17%	19%	15%	**	11%	15%	8%	**	23% c	19% c	12%	22%	22%	**
Our chosen provider is reliable enough for our needs	348	52	146	28	**	90	95	33	**	274	167	109	232	188	**
	22%	25%	25%	37% ab	**	28%	31%	35%	**	25%	26%	27%	24%	25%	**
We are near a Post Office	270	47	101	13	**	62	53	14	**	200	120	80	171	134	**
	17%	23%	18%	17%	**	19%	17%	15%	**	18%	18%	20%	18%	18%	**
Our chosen provider is fast enough for our needs	102	13	46	8	**	25	25	6	**	85	48	36	65	55	**
	6%	6%	8%	10%	**	8%	8%	6%	**	8%	7%	9%	7%	7%	**
Unaware of other providers	89	13	34	8	**	13	14	7	**	66	35	19	53	48	**
	6%	6%	6%	10%	**	4%	5%	8%	**	6%	5%	5%	5%	6%	**
Our chosen provider is safe enough for our needs	80	13	36	6	**	24	18	7	**	68	39	30	53	42	**
	5%	6%	6%	8%	**	7%	6%	8%	**	6%	6%	8%	5%	6%	**
Support Royal Mail / local Post Office / I'm against privatisation	80	13	29	1	**	12	14	1	**	58	37	21	50	35	**
	5%	6%	5%	1%	**	4%	4%	1%	**	5%	6%	5%	5%	5%	**
Convenience / easier / suits our needs	80	7	31	5	**	19	11	*	**	62	33	18	62	37	**
	5%	4%	5%	7%	**	6% c	3%	*%	**	6%	5%	4%	6%	5%	**
Happy / satisfied with the service from current provider	78	13	28	5	**	18	17	7	**	56	28	21	57	23	**
	5%	6%	5%	6%	**	5%	6%	8%	**	5%	4%	5%	6% b	3%	**
No need to change - no demand / requirement to change	53	9	19	2	**	17	11	4	**	34	23	15	32	19	**
	3%	4%	3%	3%	**	5%	4%	4%	**	3%	3%	4%	3%	2%	**
Our customers prefer our chosen provider	52	10	28	4	**	16	16	5	**	44	34	25	42	26	**
	3%	5%	5%	6%	**	5%	5%	6%	**	4%	5%	6% a	4%	3%	**
Not considered / haven't thought about it / no time / it's not my decision	37	7	17	1	**	11	10	*	**	28	18	14	28	19	**
	2%	3%	3%	1%	**	3%	3%	*%	**	3%	3%	3%	3%	3%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1621	245	689	96	-	325	344	94	2	1217	759	439	1039	861	27
Weighted total	1579	208	572	75	-	325	310	94	*	1116	649	401	974	742	12
Don't know enough about other providers and their services	30	4	12	-	**	11	7	4	**	19	12	11	19	16	**
	2%	2%	2%	-%	**	3%	2%	5%	**	2%	2%	3%	2%	2%	**
Others more expensive than our current providers	27	7	12	2	**	9	12	4	**	17	15	16	13	15	**
	2%	3%	2%	3%	**	3%	4%	4%	**	2%	2%	4% a	1%	2%	**
Don't know enough about what other providers offer	27	3	9	1	**	1	5	1	**	20	12	6	18	20	**
	2%	1%	2%	1%	**	*%	2%	1%	**	2%	2%	1%	2%	3%	**
Always been with them / always use them	25	3	8	1	**	8	5	-	**	14	9	8	12	10	**
	2%	1%	1%	1%	**	2%	2%	-%	**	1%	1%	2%	1%	1%	**
Other providers don't pick up mail in this area	17	2	6	*	**	3	2	*	**	11	6	2	10	8	**
	1%	1%	1%	*%	**	1%	1%	*%	**	1%	1%	1%	1%	1%	**
Close to a post box	9	-	5	-	**	-	-	-	**	7	5	-	5	4	**
	1%	-%	1%	-%	**	-%	-%	-%	**	1%	1%	-%	*%	1%	**
Mainly doing it electronically / on the internet	7	*	4	2	**	2	-	2	**	4	4	2	6	4	**
	*%	*%	1%	3% a	**	1%	-%	2% b	**	*%	1%	*%	1%	1%	**
Loyalty	6	2	3	-	**	3	2	-	**	3	3	3	5	3	**
	*%	1%	*%	-%	**	1%	1%	-%	**	*%	*%	1%	1%	*%	**
Other providers could not deliver to all the areas we need	6	1	2	-	**	3	2	-	**	6	3	3	5	2	**
	*%	1%	*%	-%	**	1%	1%	-%	**	1%	*%	1%	1%	*%	**
Other operators do not provide the service I need	5	1	1	*	**	1	1	-	**	5	2	1	4	4	**
	*%	*%	*%	*%	**	*%	*%	-%	**	*%	*%	*%	*%	1%	**
There aren't any others in this area / no competition - they have the monopoly	5	2	3	*	**	2	2	-	**	4	3	2	4	3	**
	*%	1%	1%	*%	**	1%	1%	-%	**	*%	1%	1%	*%	*%	**
Effort involved in switching outweighs the benefit	25	9	11	5	**	9	8	7	**	20	16	11	19	11	**
	2%	5% b	2%	7% b	**	3%	3%	8% ab	**	2%	2%	3%	2%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	***c**
Unweighted total	**1621**	245	689	96	-	325	344	94	2	1217	759	439	1039	861	27
Weighted total	**1579**	208	572	75	-	325	310	94	*	1116	649	401	974	742	12
No reason	**16**	*	6	*	**	5	3	-	**	12	6	7	10	6	**
	1%	**%*	*1%*	**%*	**	*1%*	*1%*	*-%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	**
Other	**37**	3	10	*	**	6	8	2	**	22	13	10	17	18	**
	2%	*1%*	*2%*	*1%*	**	*2%*	*3%*	*2%*	**	*2%*	*2%*	*2%*	*2%*	*2%*	**
Don't know	**64**	5	25	1	**	15	15	7	**	49	27	21	37	36	**
	4%	*3%*	*4%*	*1%*	**	*5%*	*5%*	*7%*	**	*4%*	*4%*	*5%*	*4%*	*5%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

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Table 138 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1621	304	220	225	44	52	1008	855	64	14	9	3	1513	1263	1523	1246	1574
Weighted total	1579	273	187	212	48	49	947	745	60	13	8	2	1457	1161	1466	1146	1526
We don't mail large enough volumes	**430**	37	25	21	**	6	215	170	13	**	**	**	372	297	375	259	407
	27%	*14%*	*13%*	*10%*	**	*13%*	*23%*	*23%*	*22%*	**	**	**	*26%*	*26%*	*26%*	*23%*	*27%*
																	d
Our chosen provider is reliable enough for our needs	**348**	77	50	58	**	16	227	187	11	**	**	**	332	270	336	272	345
	22%	*28%*	*27%*	*28%*	**	*32%*	*24%*	*25%*	*19%*	**	**	**	*23%*	*23%*	*23%*	*24%*	*23%*
					abc												
We are near a Post Office	**270**	46	29	37	**	8	171	137	14	**	**	**	248	189	248	205	262
	17%	*17%*	*15%*	*17%*	**	*17%*	*18%*	*18%*	*24%*	**	**	**	*17%*	*16%*	*17%*	*18%*	*17%*
Our chosen provider is fast enough for our needs	**102**	21	13	20	**	4	61	52	-	**	**	**	100	87	100	81	102
	6%	*8%*	*7%*	*9%*	**	*8%*	*6%*	*7%*	*-%*	**	**	**	*7%*	*8%*	*7%*	*7%*	*7%*
Unaware of other providers	**89**	9	9	9	**	7	49	50	6	**	**	**	85	65	85	58	82
	6%	*3%*	*5%*	*4%*	**	*14%*	*5%*	*7%*	*10%*	**	**	**	*6%*	*6%*	*6%*	*5%*	*5%*
						abc											
Our chosen provider is safe enough for our needs	**80**	12	11	19	**	4	51	41	-	**	**	**	80	71	80	67	80
	5%	*5%*	*6%*	*9%*	**	*8%*	*5%*	*6%*	*-%*	**	**	**	*6%*	*6%*	*5%*	*6%*	*5%*
				a													
Support Royal Mail / local Post Office / I'm against privatisation	**80**	13	12	12	**	1	50	37	3	**	**	**	76	63	76	65	80
	5%	*5%*	*6%*	*6%*	**	*2%*	*5%*	*5%*	*5%*	**	**	**	*5%*	*5%*	*5%*	*6%*	*5%*
Convenience / easier / suits our needs	**80**	14	13	8	**	*	58	35	2	**	**	**	73	62	73	63	79
	5%	*5%*	*7%*	*4%*	**	**%*	*6%*	*5%*	*3%*	**	**	**	*5%*	*5%*	*5%*	*6%*	*5%*
Happy / satisfied with the service from current provider	**78**	18	13	14	**	3	51	23	2	**	**	**	67	53	69	58	71
	5%	*7%*	*7%*	*6%*	**	*6%*	*5%*	*3%*	*4%*	**	**	**	*5%*	*5%*	*5%*	*5%*	*5%*
							b										
No need to change - no demand / requirement to change	**53**	10	9	9	**	4	26	19	2	**	**	**	48	42	48	38	53
	3%	*4%*	*5%*	*4%*	**	*8%*	*3%*	*3%*	*3%*	**	**	**	*3%*	*4%*	*3%*	*3%*	*3%*
Our customers prefer our chosen provider	**52**	16	5	15	**	3	37	24	2	**	**	**	49	42	49	42	52
	3%	*6%*	*3%*	*7%*	**	*6%*	*4%*	*3%*	*4%*	**	**	**	*3%*	*4%*	*3%*	*4%*	*3%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1621	304	220	225	44	52	1008	855	64	14	9	3	1513	1263	1523	1246	1574
Weighted total	1579	273	187	212	48	49	947	745	60	13	8	2	1457	1161	1466	1146	1526
Not considered / haven't thought about it / no time / it's not my decision	37	9	4	10	**	*	25	19	1	**	**	**	33	25	33	29	34
	2%	3%	2%	5%	**	*%	3%	3%	1%	**	**	**	2%	2%	2%	3%	2%
Don't know enough about other providers and their services	30	5	7	5	**	-	19	12	2	**	**	**	29	19	29	23	30
	2%	2%	4%	2%	**	-%	2%	2%	4%	**	**	**	2%	2%	2%	2%	2%
Others more expensive than our current providers	27	8	9	5	**	1	18	12	4	**	**	**	26	26	27	25	25
	2%	3%	5%	2%	**	1%	2%	2%	7%	**	**	**	2%	2%	2%	2%	2%
Don't know enough about what other providers offer	27	6	3	1	**	1	15	20	-	**	**	**	23	19	23	18	27
	2%	2%	2%	*%	**	1%	2%	3%	-%	**	**	**	2%	2%	2%	2%	2%
Always been with them / always use them	25	6	3	6	**	-	14	9	*	**	**	**	24	16	24	17	25
	2%	2%	2%	3%	**	-%	1%	1%	*%	**	**	**	2%	1%	2%	2%	2%
Other providers don't pick up mail in this area	17	2	2	2	**	-	10	9	-	**	**	**	17	15	17	14	17
	1%	1%	1%	1%	**	-%	1%	1%	-%	**	**	**	1%	1%	1%	1%	1%
Close to a post box	9	-	-	-	**	-	7	4	-	**	**	**	9	6	9	7	9
	1%	-%	-%	-%	**	-%	1%	1%	-%	**	**	**	1%	1%	1%	1%	1%
Mainly doing it electronically / on the internet	7	2	-	2	**	2	6	2	2	**	**	**	5	4	5	4	6
	*%	1%	-%	1%	**	4%	1%	*%	3%	**	**	**	*%	*%	*%	*%	*%
						b											
Loyalty	6	2	2	1	**	-	5	3	-	**	**	**	6	6	6	4	6
	*%	1%	1%	*%	**	-%	1%	*%	-%	**	**	**	*%	*%	*%	*%	*%
Other providers could not deliver to all the areas we need	6	2	1	1	**	-	3	4	-	**	**	**	6	6	6	6	6
	*%	1%	*%	*%	**	-%	*%	*%	-%	**	**	**	*%	1%	*%	1%	*%
Other operators do not provide the service I need	5	1	1	*	**	-	4	4	-	**	**	**	5	5	5	4	5
	*%	*%	*%	*%	**	-%	*%	1%	-%	**	**	**	*%	*%	*%	*%	*%
There aren't any others in this area / no competition - they have the monopoly	5	2	2	2	**	*	4	3	-	**	**	**	5	4	5	3	4
	*%	1%	1%	1%	**	*%	*%	*%	-%	**	**	**	*%	*%	*%	*%	*%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	**1621**	304	220	225	44	52	1008	855	64	14	9	3	1513	1263	1523	1246	1574
Weighted total	**1579**	273	187	212	48	49	947	745	60	13	8	2	1457	1161	1466	1146	1526
Effort involved in switching outweighs the benefit	**25**	8	3	6	**	2	15	11	2	**	**	**	25	19	25	16	25
	2%	*3%*	*1%*	*3%*	**	*5%*	*2%*	*2%*	*4%*	**	**	**	*2%*	*2%*	*2%*	*1%*	*2%*
					b												
No reason	**16**	5	1	3	**	-	12	8	-	**	**	**	16	14	16	13	16
	1%	*2%*	**%*	*1%*	**	*-%*	*1%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Other	**37**	5	6	3	**	-	11	18	2	**	**	**	33	20	33	29	37
	2%	*2%*	*3%*	*1%*	**	*-%*	*1%*	*2%*	*4%*	**	**	**	*2%*	*2%*	*2%*	*3%*	*2%*
								a									
Don't know	**64**	14	12	13	**	2	39	38	6	**	**	**	60	46	60	47	62
	4%	*5%*	*6%*	*6%*	**	*4%*	*4%*	*5%*	*10%*	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1621	906	1521	353	13	1348	48	212	1366	190	10	35	190	140	1208	266
Weighted total	1579	835	1467	305	15	1305	53	220	1316	177	13	37	169	120	1204	250
We don't mail large enough volumes	430	177	383	60	**	326	**	52	366	17	**	**	23	4	345	80
	27%	21%	26%	20%	**	25%	**	23%	28%	10%	**	**	13%	4%	29%	32%
			ac												a	a
Our chosen provider is reliable enough for our needs	348	211	335	85	**	304	**	42	297	48	**	**	43	32	266	49
	22%	25%	23%	28%	**	23%	**	19%	23%	27%	**	**	26%	27%	22%	20%
				b								b				
We are near a Post Office	270	149	251	40	**	228	**	26	244	27	**	**	29	22	212	33
	17%	18%	17%	13%	**	17%	**	12%	19%	15%	**	**	17%	19%	18%	13%
		c							a				a			
Our chosen provider is fast enough for our needs	102	64	96	15	**	94	**	7	95	16	**	**	11	7	79	16
	6%	8%	7%	5%	**	7%	**	3%	7%	9%	**	**	7%	5%	7%	6%
									a			b				
Unaware of other providers	89	50	85	28	**	73	**	14	72	10	**	**	11	5	65	20
	6%	6%	6%	9%	**	6%	**	7%	5%	6%	**	**	7%	4%	5%	8%
				b												
Our chosen provider is safe enough for our needs	80	59	75	13	**	71	**	9	71	8	**	**	5	7	57	17
	5%	7%	5%	4%	**	5%	**	4%	5%	5%	**	**	3%	6%	5%	7%
												b				
Support Royal Mail / local Post Office / I'm against privatisation	80	44	75	10	**	72	**	9	71	8	**	**	9	3	64	13
	5%	5%	5%	3%	**	6%	**	4%	5%	5%	**	**	5%	3%	5%	5%
Convenience / easier / suits our needs	80	45	74	8	**	71	**	6	70	11	**	**	7	8	63	9
	5%	5%	5%	3%	**	5%	**	3%	5%	6%	**	**	4%	7%	5%	3%
		c														
Happy / satisfied with the service from current provider	78	41	67	16	**	63	**	8	63	18	**	**	16	3	67	7
	5%	5%	5%	5%	**	5%	**	3%	5%	10%	**	**	10%	2%	6%	3%
No need to change - no demand / requirement to change	53	31	48	8	**	42	**	8	42	5	**	**	5	6	33	14
	3%	4%	3%	3%	**	3%	**	3%	3%	3%	**	**	3%	5%	3%	6%
																b
Our customers prefer our chosen provider	52	35	49	17	**	42	**	5	46	9	**	**	7	12	36	4
	3%	4%	3%	6%	**	3%	**	2%	4%	5%	**	**	4%	10%	3%	1%
				b								b		bc		

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1621	906	1521	353	13	1348	48	212	1366	190	10	35	190	140	1208	266
Weighted total	1579	835	1467	305	15	1305	53	220	1316	177	13	37	169	120	1204	250
Not considered / haven't thought about it / no time / it's not my decision	37	20	34	4	**	34	**	7	30	5	**	**	5	1	32	3
	2%	2%	2%	1%	**	3%	**	3%	2%	3%	**	**	3%	1%	3%	1%
Don't know enough about other providers and their services	30	16	28	5	**	28	**	11	19	2	**	**	2	6	20	5
	2%	2%	2%	2%	**	2%	**	5%	1%	1%	**	**	1%	5%	2%	2%
								b						b		
Others more expensive than our current providers	27	16	27	13	**	23	**	5	20	9	**	**	7	6	14	7
	2%	2%	2%	4%	**	2%	**	2%	1%	5%	**	**	4%	5%	1%	3%
				ab								b		b		
Don't know enough about what other providers offer	27	16	23	1	**	22	**	5	22	*	**	**	*	*	20	6
	2%	2%	2%	*%	**	2%	**	2%	2%	*%	**	**	*%	*%	2%	2%
		c														
Always been with them / always use them	25	17	25	2	**	23	**	5	21	3	**	**	2	2	18	5
	2%	2%	2%	1%	**	2%	**	2%	2%	2%	**	**	1%	2%	2%	2%
Other providers don't pick up mail in this area	17	12	17	5	**	14	**	2	14	*	**	**	*	-	16	1
	1%	1%	1%	2%	**	1%	**	1%	1%	*%	**	**	*%	-%	1%	*%
Close to a post box	9	4	7	2	**	9	**	2	7	-	**	**	-	-	9	-
	1%	1%	*%	1%	**	1%	**	1%	1%	-%	**	**	-%	-%	1%	-%
Mainly doing it electronically / on the internet	7	5	5	2	**	5	**	2	5	2	**	**	2	-	6	*
	*%	1%	*%	1%	**	*%	**	1%	*%	1%	**	**	1%	-%	1%	*%
Loyalty	6	5	6	3	**	6	**	*	6	-	**	**	-	*	4	2
	*%	1%	*%	1%	**	*%	**	*%	*%	-%	**	**	-%	*%	*%	1%
Other providers could not deliver to all the areas we need	6	3	6	1	**	2	**	2	4	-	**	**	1	-	6	-
	*%	*%	*%	*%	**	*%	**	1%	*%	-%	**	**	*%	-%	*%	-%
Other operators do not provide the service I need	5	4	5	1	**	5	**	*	5	*	**	**	*	1	5	*
	*%	*%	*%	*%	**	*%	**	*%	*%	*%	**	**	*%	*%	*%	*%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1621	906	1521	353	13	1348	48	212	1366	190	10	35	190	140	1208	266
Weighted total	1579	835	1467	305	15	1305	53	220	1316	177	13	37	169	120	1204	250
There aren't any others in this area / no competition - they have the monopoly	5	3	5	3	**	4	**	1	4	-	**	**	-	-	5	*
	*%	*%	*%	1%	**	*%	** a	*%	*%	-%	**	**	-%	-%	*%	*%
Effort involved in switching outweighs the benefit	25	7	25	5	**	21	**	6	20	5	**	**	5	3	15	7
	2%	1%	2%	2%	**	2%	**	3%	1%	3%	**	**	3%	3%	1%	3%
No reason	16	7	16	6	**	14	**	2	14	2	**	**	2	2	14	-
	1%	1%	1%	2%	**	1%	**	1%	1%	1%	**	**	1%	2% c	1%	-%
Other	37	26	35	8	**	27	**	10	23	8	**	**	6	2	28	5
	2%	3%	2%	3%	**	2%	**	5% b	2%	5%	**	**	4%	2%	2%	2%
Don't know	64	30	60	15	**	51	**	15	47	6	**	**	5	9	46	9
	4%	4%	4%	5%	**	4%	**	7% b	4%	3%	**	** b	3%	7%	4%	4%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b
Unweighted total	1621	-	-	1621	879	742
Weighted total	1579	-	-	1579	837	742
We don't mail large enough volumes	430	**	**	430	224	206
	27%	**	**	27%	27%	28%
Our chosen provider is reliable enough for our needs	348	**	**	348	186	161
	22%	**	**	22%	22%	22%
We are near a Post Office	270	**	**	270	146	124
	17%	**	**	17%	17%	17%
Our chosen provider is fast enough for our needs	102	**	**	102	55	47
	6%	**	**	6%	7%	6%
Unaware of other providers	89	**	**	89	44	45
	6%	**	**	6%	5%	6%
Our chosen provider is safe enough for our needs	80	**	**	80	50	31
	5%	**	**	5%	6%	4%
Support Royal Mail / local Post Office / I'm against privatisation	80	**	**	80	48	32
	5%	**	**	5%	6%	4%
Convenience / easier / suits our needs	80	**	**	80	42	38
	5%	**	**	5%	5%	5%
Happy / satisfied with the service from current provider	78	**	**	78	33	45
	5%	**	**	5%	4%	6% a
No need to change - no demand / requirement to change	53	**	**	53	36	17
	3%	**	**	3%	4% b	2%
Our customers prefer our chosen provider	52	**	**	52	27	25
	3%	**	**	3%	3%	3%
Not considered / haven't thought about it / no time / it's not my decision	37	**	**	37	20	16
	2%	**	**	2%	2%	2%

Columns Tested: a,b,c - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b
Unweighted total	1621	-	-	1621	879	742
Weighted total	1579	-	-	1579	837	742
Don't know enough about other providers and their services	30 2%	** **	** **	30 2%	24 3% b	7 1%
Others more expensive than our current providers	27 2%	** **	** **	27 2%	11 1%	16 2%
Don't know enough about what other providers offer	27 2%	** **	** **	27 2%	12 1%	15 2%
Always been with them / always use them	25 2%	** **	** **	25 2%	14 2%	11 1%
Other providers don't pick up mail in this area	17 1%	** **	** **	17 1%	9 1%	8 1%
Close to a post box	9 1%	** **	** **	9 1%	3 *%	7 1%
Mainly doing it electronically / on the internet	7 *%	** **	** **	7 *%	2 *%	4 1%
Loyalty	6 *%	** **	** **	6 *%	6 1%	1 *%
Other providers could not deliver to all the areas we need	6 *%	** **	** **	6 *%	3 *%	3 *%
Other operators do not provide the service I need	5 *%	** **	** **	5 *%	4 *%	1 *%
There aren't any others in this area / no competition - they have the monopoly	5 *%	** **	** **	5 *%	1 *%	4 1%
Effort involved in switching outweighs the benefit	25 2%	** **	** **	25 2%	18 2%	7 1%
No reason	16 1%	** **	** **	16 1%	7 1%	10 1%

Columns Tested: a,b,c - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b
Unweighted total	1621	-	-	1621	879	742
Weighted total	1579	-	-	1579	837	742
Other	37	**	**	37	13	24
	2%	**	**	*2%*	*2%*	*3%* a
Don't know	64	**	**	64	35	29
	4%	**	**	*4%*	*4%*	*4%*

Columns Tested: a,b,c - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1621**	154	113	136	176	122	80	124	118	183	153	156	106
Weighted total	**1579**	143	130	117	162	123	85	91	124	193	146	166	100
We don't mail large enough volumes	**430**	34	53	41	36	27	30	21	27	60	27	47	27
	27%	*24%*	*41%*	*35%*	*22%*	*22%*	*36%*	*22%*	*22%*	*31%*	*19%*	*28%*	*27%*
			adeghjkl	**adeghj**			**deghj**			j		j	
Our chosen provider is reliable enough for our needs	**348**	34	29	29	29	27	17	7	34	51	39	33	20
	22%	*23%*	*22%*	*25%*	*18%*	*22%*	*20%*	*7%*	*27%*	*27%*	*27%*	*20%*	*21%*
		g	g	g	g	g	g		**dg**	**dg**	**dg**	g	g
We are near a Post Office	**270**	27	18	16	26	23	16	13	30	35	24	23	19
	17%	*19%*	*14%*	*14%*	*16%*	*18%*	*19%*	*14%*	*24%*	*18%*	*17%*	*14%*	*19%*
									bck				
Our chosen provider is fast enough for our needs	**102**	5	8	10	7	6	7	1	8	11	27	5	6
	6%	*3%*	*6%*	*8%*	*4%*	*5%*	*9%*	*1%*	*6%*	*6%*	*19%*	*3%*	*6%*
			g	g		g	g		g	**gabcdefghik**	l		g
Unaware of other providers	**89**	11	6	4	9	4	5	7	6	11	6	14	7
	6%	*7%*	*4%*	*3%*	*5%*	*3%*	*6%*	*7%*	*5%*	*6%*	*4%*	*8%*	*7%*
Our chosen provider is safe enough for our needs	**80**	3	1	5	5	6	4	*	11	9	26	6	6
	5%	*2%*	*1%*	*4%*	*3%*	*5%*	*4%*	*%*	*9%*	*5%*	*18%*	*4%*	*6%*
				g		**bg**	g		**abdg**	**bgabcdefghik**	l	g	**bg**
Support Royal Mail / local Post Office / I'm against privatisation	**80**	*	2	4	16	8	8	1	7	3	9	10	12
	5%	*%*	*2%*	*4%*	*10%*	*7%*	*9%*	*1%*	*5%*	*2%*	*6%*	*6%*	*12%*
				a	**abcgi**	**agi**	**abgi**		**ag**		**agi**	**agi**	**abcgi**
Convenience / easier / suits our needs	**80**	7	4	4	9	9	*	10	6	15	7	9	1
	5%	*5%*	*3%*	*4%*	*6%*	*7%*	*%*	*10%*	*5%*	*8%*	*5%*	*6%*	*1%*
					fl	**fl**		**bcfl**		**fl**		**fl**	
Happy / satisfied with the service from current provider	**78**	7	3	8	13	2	12	8	7	5	6	4	3
	5%	*5%*	*2%*	*6%*	*8%*	*2%*	*14%*	*8%*	*5%*	*3%*	*4%*	*2%*	*3%*
					beik		**abehijkl**	**beik**					
No need to change - no demand / requirement to change	**53**	*	5	-	5	5	-	6	2	5	11	6	9
	3%	*%*	*4%*	*-%*	*3%*	*4%*	*-%*	*6%*	*2%*	*2%*	*7%*	*3%*	*9%*
			ac		**ac**	**ac**		**acf**			**acfhi**	**ac**	**acdfhi**
Our customers prefer our chosen provider	**52**	3	-	11	4	6	3	*	5	5	6	7	3
	3%	*2%*	*-%*	*9%*	*2%*	*5%*	*4%*	*%*	*4%*	*2%*	*4%*	*4%*	*3%*
				abdgil		**bg**	**bg**		**bg**		**bg**	**bg**	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1621	154	113	136	176	122	80	124	118	183	153	156	106
Weighted total	1579	143	130	117	162	123	85	91	124	193	146	166	100
Not considered / haven't thought about it / no time / it's not my decision	37	3	4	4	3	5	*	5	3	5	*	*	5
	2%	2%	3%	3%	2%	4%	*%	5%	3%	3%	*%	*%	6%
			jk	jk		jk		jk					fjk
Don't know enough about other providers and their services	30	1	4	1	3	5	1	6	-	4	5	2	-
	2%	1%	3%	1%	2%	4%	1%	6%	-%	2%	3%	1%	-%
						hl		acdhkl			h		
Others more expensive than our current providers	27	3	*	2	1	3	3	2	2	6	4	*	2
	2%	2%	*%	2%	*%	2%	4%	2%	1%	3%	3%	*%	2%
							bdk			dk			
Don't know enough about what other providers offer	27	5	1	*	2	-	1	2	2	3	5	5	*
	2%	4%	*%	*%	1%	-%	1%	2%	1%	2%	4%	3%	*%
		e									ce	e	
Always been with them / always use them	25	1	2	3	1	2	2	2	-	5	3	4	*
	2%	*%	2%	3%	1%	1%	2%	2%	-%	2%	2%	2%	*%
Other providers don't pick up mail in this area	17	5	4	-	2	2	-	*	1	2	1	-	-
	1%	3%	3%	-%	1%	1%	-%	*%	1%	1%	1%	-%	-%
		cgk	ck										
Close to a post box	9	-	-	2	2	2	-	-	-	1	-	3	-
	1%	-%	-%	2%	1%	2%	-%	-%	-%	*%	-%	2%	-%
Mainly doing it electronically / on the internet	7	-	-	-	-	2	2	1	-	2	-	*	*
	*%	-%	-%	-%	-%	1%	2%	1%	-%	1%	-%	*%	*%
							d						
Loyalty	6	1	1	2	3	-	-	-	-	-	-	-	-
	*%	*%	1%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%
Other providers could not deliver to all the areas we need	6	-	1	-	-	2	1	2	1	-	-	-	-
	*%	-%	*%	-%	-%	1%	1%	2%	1%	-%	-%	-%	-%
Other operators do not provide the service I need	5	-	-	2	1	*	1	1	1	*	*	-	-
	*%	-%	-%	2%	1%	*%	1%	1%	*%	*%	*%	-%	-%
There aren't any others in this area / no competition - they have the monopoly	5	3	-	-	-	1	-	1	1	-	-	-	-
	*%	2%	-%	-%	-%	*%	-%	1%	*%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1621**	154	113	136	176	122	80	124	118	183	153	156	106
Weighted total	**1579**	143	130	117	162	123	85	91	124	193	146	166	100
Effort involved in switching outweighs the benefit	**25**	5	1	*	6	4	1	3	2	*	1	-	3
	2%	*3%*	**%*	**%*	*4%*	*3%*	*1%*	*3%*	*1%*	**%*	*1%*	*-%*	*3%*
		ik			**cik**	**ik**		**ik**					**ik**
No reason	**16**	*	1	2	6	-	2	*	1	-	2	2	-
	1%	**%*	**%*	*2%*	*4%*	*-%*	*2%*	**%*	*1%*	*-%*	*2%*	*1%*	*-%*
					aeil		i						
Other	**37**	4	*	2	6	2	3	6	*	7	3	5	-
	2%	*3%*	**%*	*2%*	*3%*	*2%*	*3%*	*6%*	**%*	*3%*	*2%*	*3%*	*-%*
								bhl					
Don't know	**64**	7	9	2	4	2	-	4	6	11	5	7	4
	4%	*5%*	*7%*	*2%*	*3%*	*2%*	*-%*	*5%*	*5%*	*6%*	*4%*	*4%*	*4%*
			f					f	f	f			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1621**	403	378	425	415
Weighted total	**1579**	391	370	408	411
We don't mail large enough volumes	**430**	128	94	107	101
	27%	*33%*	*25%*	*26%*	*25%*
		bcd			
Our chosen provider is reliable enough for our needs	**348**	91	72	92	92
	22%	*23%*	*20%*	*23%*	*22%*
We are near a Post Office	**270**	61	65	78	66
	17%	*16%*	*18%*	*19%*	*16%*
Our chosen provider is fast enough for our needs	**102**	23	20	20	39
	6%	*6%*	*6%*	*5%*	*9%*
					bc
Unaware of other providers	**89**	20	17	24	27
	6%	*5%*	*5%*	*6%*	*7%*
Our chosen provider is safe enough for our needs	**80**	8	14	21	37
	5%	*2%*	*4%*	*5%*	*9%*
				a	**abc**
Support Royal Mail / local Post Office / I'm against privatisation	**80**	7	32	10	31
	5%	*2%*	*9%*	*2%*	*8%*
			ac		**ac**
Convenience / easier / suits our needs	**80**	15	18	30	17
	5%	*4%*	*5%*	*7%*	*4%*
				ad	
Happy / satisfied with the service from current provider	**78**	18	28	20	13
	5%	*5%*	*7%*	*5%*	*3%*
			d		
No need to change - no demand / requirement to change	**53**	5	10	12	26
	3%	*1%*	*3%*	*3%*	*6%*
					abc
Our customers prefer our chosen provider	**52**	14	13	9	15
	3%	*4%*	*3%*	*2%*	*4%*
Not considered / haven't thought about it / no time / it's not my decision	**37**	11	7	13	6
	2%	*3%*	*2%*	*3%*	*1%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1621**	403	378	425	415
Weighted total	**1579**	391	370	408	411
Don't know enough about other providers and their services	**30**	6	8	9	7
	2%	*1%*	*2%*	*2%*	*2%*
Others more expensive than our current providers	**27**	5	7	10	6
	2%	*1%*	*2%*	*2%*	*1%*
Don't know enough about what other providers offer	**27**	6	3	7	11
	2%	*2%*	*1%*	*2%*	*3%*
					b
Always been with them / always use them	**25**	6	4	7	8
	2%	*2%*	*1%*	*2%*	*2%*
Other providers don't pick up mail in this area	**17**	9	4	3	1
	1%	*2%*	*1%*	*1%*	**%*
		d			
Close to a post box	**9**	2	4	1	3
	1%	*1%*	*1%*	**%*	*1%*
Mainly doing it electronically / on the internet	**7**	-	4	2	1
	****%***	*-%*	*1%*	*1%*	**%*
			a		
Loyalty	**6**	4	3	-	-
	****%***	*1%*	*1%*	*-%*	*-%*
		c			
Other providers could not deliver to all the areas we need	**6**	1	2	3	-
	****%***	**%*	*1%*	*1%*	*-%*
Other operators do not provide the service I need	**5**	2	2	1	*
	****%***	**%*	*1%*	**%*	**%*
There aren't any others in this area / no competition - they have the monopoly	**5**	3	1	1	-
	****%***	*1%*	**%*	**%*	*-%*
Effort involved in switching outweighs the benefit	**25**	6	11	4	5
	2%	*1%*	*3%*	*1%*	*1%*
No reason	**16**	3	8	1	4
	1%	*1%*	*2%*	**%*	*1%*
			c		

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1621**	403	378	425	415
Weighted total	**1579**	391	370	408	411
Other	**37**	6	10	13	9
	2%	*2%*	*3%*	*3%*	*2%*
Don't know	**64**	18	7	22	17
	4%	*5%*	*2%*	*5%*	*4%*
		b		b	

Columns Tested: a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
Yes	**1075**	1030	29	10	7	**	46	304	238	76	30	39
	54%	*54%*	*56%*	*61%*	*59%*	**	*57%*	*48%*	*53%*	*65%*	*70%*	*65%*
										ab	**ab**	**ab**
No	**925**	890	23	6	5	**	34	328	210	42	13	21
	46%	*46%*	*44%*	*39%*	*41%*	**	*43%*	*52%*	*47%*	*35%*	*30%*	*35%*
								cde	**cde**			

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	**2000**	172	151	334	77	172	310	196	157	151	1720	92	94	95
Yes	**1075**	96	58	169	44	91	184	102	89	95	929	43	50	53
	54%	*56%*	*38%*	*51%*	*57%*	*53%*	*59%*	*52%*	*57%*	*63%*	*54%*	*47%*	*54%*	*56%*
		b		b	b	b	**bk**	b	b	**bck**	b		b	**bk**
No	**925**	76	93	165	33	81	126	94	68	56	791	48	43	41
	46%	*44%*	*62%*	*49%*	*43%*	*47%*	*41%*	*48%*	*43%*	*37%*	*46%*	*53%*	*46%*	*44%*
			acdefghi jlm	i								**fim**		

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
Yes	**1075**	114	46	168	**	77	187	95	92	109	924	48	51	53
	54%	*56%*	*37%*	*53%*	**	*51%*	*55%*	*56%*	*57%*	*62%*	*54%*	*48%*	*51%*	*57%*
		b		b		b	b	b	b	**bkl**	b		b	b
No	**925**	91	78	146	**	73	155	75	69	66	783	51	49	41
	46%	*44%*	*63%*	*47%*	**	*49%*	*45%*	*44%*	*43%*	*38%*	*46%*	*52%*	*49%*	*43%*
			acefghij lm									i	i	

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**2000**	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	**2000**	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
Yes	**1075**	**	105	**	97	263	44	46	469	851	225	973	102	1042	34
	54%	**	*49%*	**	*60%*	*46%*	*57%*	*56%*	*59%*	*53%*	*59%*	*54%*	*56%*	*55%*	*30%*
				e	**be**				**be**		a			b	
No	**925**	**	109	**	63	315	34	36	330	766	159	845	80	846	79
	46%	**	*51%*	**	*40%*	*54%*	*43%*	*44%*	*41%*	*47%*	*41%*	*46%*	*44%*	*45%*	*70%*
			dh			**cdh**				b					a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**2000**	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	**2000**	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
Yes	**1075**	630	196	238	865	186	22	**	**	**	**	**	1051	25	389	476	210
	54%	*54%*	*60%*	*51%*	*54%*	*54%*	*46%*	**	**	**	**	**	*54%*	*45%*	*52%*	*56%*	*52%*
			ac														
No	**925**	547	130	225	734	160	26	**	**	**	**	**	894	31	366	368	191
	46%	*46%*	*40%*	*49%*	*46%*	*46%*	*54%*	**	**	**	**	**	*46%*	*55%*	*48%*	*44%*	*48%*
		b		b													

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
Yes	**1075**	791	498	858	380	284	653	788	44	**	**	**	**	**	366	**	**	**	**	**	**	**
	54%	*57%*	*58%*	*57%*	*52%*	*57%*	*55%*	*57%*	*63%*	**	**	**	**	**	*52%*	**	**	**	**	**	**	**
		d	d	d		d		**cd**	**cd**													
No	**925**	590	365	643	354	212	527	584	26	**	**	**	**	**	341	**	**	**	**	**	**	**
	46%	*43%*	*42%*	*43%*	*48%*	*43%*	*45%*	*43%*	*37%*	**	**	**	**	**	*48%*	**	**	**	**	**	**	**
					abce					**ab**	**ab**											

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	**2000**	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	**2000**	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
Yes	**1075**	271	222	232	127	**	138	84	87	67	**	252	**	113	957	118
	54%	*57%*	*57%*	*55%*	*63%* c	**	*54%*	*53%*	*50%*	*49%*	**	*51%*	**	*56%*	*54%*	*52%*
No	**925**	205	166	189	75	**	118	75	88	70	**	237	**	88	815	108
	46%	*43%*	*43%*	*45%* d	*37%*	**	*46%*	*47%*	*50%*	*51%*	**	*49%*	**	*44%*	*46%*	*48%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
Yes	**1075**	827	31	251	129	819	39	252	128	186	728	88	**
	54%	*57%*	*62%*	*51%*	*53%*	*57%*	*57%*	*52%*	*52%*	*58%*	*57%*	*61%*	**
No	**925**	623	19	241	114	613	30	234	120	137	560	57	**
	46%	*43%*	*38%*	*49%*	*47%*	*43%*	*43%*	*48%*	*48%*	*42%*	*43%*	*39%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	***d**	a	b	c	***d**	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
Yes	**1075**	158	422	62	**	272	223	75	**	763	478	297	673	521	**
	54%	*56%*	*57%*	*56%*	**	*51%* c	*49%*	*43%*	**	*57%* c	*57%* c	*51%*	*57%*	*57%*	**
No	**925**	125	314	49	**	257	235	100	**	573	357	290	506	393	**
	46%	*44%*	*43%*	*44%*	**	*49%*	*51%*	*57%* a	**	*43%*	*43%*	*49%* **ab**	*43%*	*43%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	**2000**	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	**2000**	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
Yes	**1075**	196	144	196	45	34	630	510	55	**	**	**	1014	834	1017	820	1055
	54%	*49%*	*49%*	*56%* e	*46%*	*40%*	*55%*	*54%*	*72%* c	**	**	**	*55%*	*56%*	*55%*	*54%*	*54%*
No	**925**	204	147	156	52	52	524	427	21	**	**	**	833	647	840	687	884
	46%	*51%*	*51%*	*44%*	*54%*	*60%* c	*45%*	*46%*	*28%*	**	** a	**	*45%*	*44%*	*45%*	*46%*	*46%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	**2000**	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	**2000**	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
Yes	**1075**	614	1003	218	**	843	46	177	847	190	**	60	162	106	708	260
	54%	*55%*	*54%*	*54%*	**	*53%*	*57%*	*54%*	*54%*	*51%*	**	*61%* b	*49%*	*47%*	*49%*	*82%* **ab**
No	**925**	493	858	188	**	736	35	152	727	180	**	38	168	118	744	59
	46%	*45%*	*46%*	*46%*	**	*47%*	*43%*	*46%*	*46%*	*49%*	**	*39%*	*51%* a	*53%* c	*51%* c	*18%*

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
Yes	**1075**	156	75	837	1075	-
	54%	*58%*	*56%*	*53%*	*100%* b	*-%*
No	**925**	113	60	742	-	925
	46%	*42%*	*44%*	*47%*	*-%*	*100%* a

Columns Tested: a,b,c - a,b

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
Yes	**1075**	84	90	89	115	112	70	68	83	121	92	94	56
	54%	*47%*	*54%*	*58%*	*56%*	*63%*	*60%*	*57%*	*58%*	*51%*	*53%*	*48%*	*44%*
				akl	l	**aikl**	**akl**	l	l				
No	**925**	95	78	63	92	65	47	51	61	116	82	104	72
	46%	*53%*	*46%*	*42%*	*44%*	*37%*	*40%*	*43%*	*42%*	*49%*	*47%*	*52%*	*56%*
		cef								e		**cef**	**cdefgh**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
Yes	**1075**	263	297	272	243
	54%	*53%*	*59%*	*54%*	*49%*
			ad		
No	**925**	237	203	228	257
	46%	*47%*	*41%*	*46%*	*51%*
		b			b

Columns Tested: a,b,c,d

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 140

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	***e**	f	a	b	c	***d**	e
Unweighted total	**900**	607	197	55	41	-	293	221	156	45	20	53
Weighted total	**925**	890	23	6	5	-	34	328	210	42	13	21
Happy with sending things by post	**245**	237	5	2	**	**	8	81	55	**	**	5
	26%	*27%*	*23%*	*25%*	**	**	*22%*	*25%*	*26%*	**	**	*23%*
We have already moved everything that is possible to move	**227**	219	5	2	**	**	8	105	46	**	**	3
	25%	*25%*	*22%*	*30%*	**	**	*24%*	*32%* **be**	*22%*	**	**	*15%*
No reason	**139**	132	5	1	**	**	7	42	36	**	**	1
	15%	*15%*	*20%*	*9%*	** **ac**	**	*19%*	*13%*	*17%* e	**	**	*4%*
Not considered this	**86**	84	2	*	**	**	2	23	26	**	**	7
	9%	*9%* d	*9%* d	*6%*	**	**	*7%*	*7%*	*12%*	**	**	*32%* **abc**
No need - do not have a large volume of mail	**59**	57	1	1	**	**	2	18	10	**	**	1
	6%	*6%*	*5%*	*9%* d	**	**	*5%*	*5%*	*5%*	**	**	*3%*
We prefer to send things to customers by post	**51**	49	1	*	**	**	1	19	15	**	**	2
	5%	*6%*	*3%*	*3%*	**	**	*3%*	*6%*	*7%*	**	**	*11%* c
No alternative media that would meet my needs	**31**	30	1	*	**	**	1	17	2	**	**	*
	3%	*3%*	*3%*	*1%*	**	**	*2%*	*5%* b	*1%*	** b	**	**%*
Hassle of moving	**28**	27	1	*	**	**	1	10	6	**	**	*
	3%	*3%*	*2%*	*2%*	**	**	*2%*	*3%*	*3%*	**	**	*1%*
There is no pressure from customers for us to move	**22**	21	1	*	**	**	1	7	8	**	**	2
	2%	*2%*	*3%*	*1%*	**	**	*2%*	*2%*	*4%*	**	**	*9%* a
Reliability / trust	**15**	15	*	-	**	**	*	8	5	**	**	*
	2%	*2%*	*1%*	*-%*	**	**	*1%*	*3%*	*2%*	**	**	*1%*
Time or extra admin required	**12**	12	*	*	**	**	1	-	3	**	**	*
	1%	*1%*	*1%*	*3%*	**	**	*2%*	*-%*	*2%*	** a	**	*1%*
Need to send hard copies / keep hard copies of everything we send	**12**	11	1	*	**	**	1	4	3	**	**	*
	1%	*1%*	*2%*	*1%*	**	**	*2%*	*1%*	*1%*	**	**	**%*
Do not use computers / only one that uses a computer	**12**	12	*	-	**	**	*	7	2	**	**	-
	1%	*1%*	**%*	*-%*	**	**	**%*	*2%*	*1%*	**	**	*-%*
Cost	**12**	12	*	-	**	**	*	5	*	**	**	2
	1%	*1%*	**%*	*-%*	**	**	*1%*	*1%*	**%*	**	**	*9%* **abc**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	*d	e
Unweighted total	900	607	197	55	41	-	293	221	156	45	20	53
Weighted total	925	890	23	6	5	-	34	328	210	42	13	21
Customers are unwilling to give email addresses	6	6	*	*	**	**	*	1	-	**	**	-
	1%	1%	1%	1%	**	**	1%	*%	-%	**	**	-%
Other media ineffective	5	5	*	-	**	**	*	2	2	**	**	-
	1%	1%	1%	-%	**	**	*%	1%	1%	**	**	-%
The unreliability of email address lists	4	4	-	-	**	**	-	-	1	**	**	-
	*%	*%	-%	-%	**	**	-%	-%	1%	**	**	-%
Lack of information about products and costs by other providers	2	2	-	*	**	**	*	-	2	**	**	-
	*%	*%	-%	1%	**	**	*%	-%	1%	**	**	-%
Planning to do so in the future	2	2	*	-	**	**	*	2	-	**	**	-
	*%	*%	1%	-%	**	**	1%	1%	-%	**	**	-%
Contracted with postal provider / franking machine	1	1	-	-	**	**	*	1	-	**	**	*
	*%	*%	-%	-%	**	**	1%	*%	-%	**	**	1%
					abcf		a					
Other	31	30	1	*	**	**	1	13	6	**	**	*
	3%	3%	3%	2%	**	**	3%	4%	3%	**	**	1%
Don't know	27	25	2	1	**	**	3	5	7	**	**	*
	3%	3%	7%	9%	**	**	8%	2%	3%	**	**	1%
			a	a	a		a					

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	900	51	51	126	25	61	96	71	48	45	574	118	105	103
Weighted total	925	76	93	165	33	81	126	94	68	56	791	48	43	41
Happy with sending things by post	245	22	37	34	**	14	25	35	**	**	209	13	13	9
	26%	29%	39%	21%	**	18%	20%	37%	**	**	26%	28%	30%	22%
			cefhm					cefhm						
We have already moved everything that is possible to move	227	20	26	41	**	10	40	15	**	**	200	14	7	6
	25%	26%	28%	25%	**	12%	32%	16%	**	**	25%	29%	15%	15%
			e				eglm		egjlm	elm	elm	eglm		
No reason	139	14	6	37	**	20	18	10	**	**	119	8	6	6
	15%	19%	7%	23%	**	25%	14%	10%	**	**	15%	16%	14%	15%
				bgij		bgij								
Not considered this	86	3	11	21	**	2	19	6	**	**	77	3	3	4
	9%	4%	12%	13%	**	2%	15%	6%	**	**	10%	5%	8%	9%
			e	ek			aek							
No need - do not have a large volume of mail	59	3	2	10	**	8	9	10	**	**	48	4	4	3
	6%	4%	2%	6%	**	10%	7%	11%	**	**	6%	8%	8%	8%
						i		i						
We prefer to send things to customers by post	51	10	6	6	**	2	8	4	**	**	41	2	3	4
	5%	13%	6%	4%	**	2%	7%	4%	**	**	5%	5%	7%	9%
		cej												
No alternative media that would meet my needs	31	-	3	4	**	-	4	2	**	**	27	-	2	1
	3%	-%	3%	2%	**	-%	3%	2%	**	**	3%	-%	6%	3%
							k		acejk	acejk	k		k	
Hassle of moving	28	2	3	2	**	2	4	6	**	**	24	2	1	1
	3%	3%	3%	1%	**	3%	3%	7%	**	**	3%	3%	2%	2%
								c						
There is no pressure from customers for us to move	22	2	6	2	**	2	4	2	**	**	21	*	1	*
	2%	3%	7%	1%	**	3%	3%	2%	**	**	3%	*%	2%	*%
			ckm						k					
Reliability / trust	15	-	2	2	**	2	-	-	**	**	12	1	2	1
	2%	-%	2%	1%	**	2%	-%	-%	**	**	1%	1%	4%	3%
Time or extra admin required	12	*	4	4	**	-	-	2	**	**	11	1	1	-
	1%	*%	4%	3%	**	-%	-%	2%	**	**	1%	2%	1%	-%
			fm											
Need to send hard copies / keep hard copies of everything we send	12	-	*	2	**	2	*	2	**	**	9	1	-	2
	1%	-%	*%	1%	**	2%	*%	2%	**	**	1%	2%	-%	5%
									fl					fjl
Do not use computers / only one that uses a computer	12	-	2	2	**	6	*	-	**	**	10	-	1	1
	1%	-%	2%	1%	**	7%	*%	-%	**	**	1%	-%	2%	1%
						acfgjkm								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**900**	51	51	126	25	61	96	71	48	45	574	118	105	103
Weighted total	**925**	76	93	165	33	81	126	94	68	56	791	48	43	41
Cost	**12**	-	-	2	**	2	2	*	**	**	11	-	1	*
	1%	-%	-%	*1%*	**	*3%*	*1%*	**%*	**	**	*1%*	-%	*1%*	*1%*
									cgjklm					
Customers are unwilling to give email addresses	**6**	-	3	-	**	*	-	-	**	**	5	-	1	1
	1%	-%	*3%*	-%	**	**%*	-%	-%	**	**	*1%*	-%	*1%*	*2%*
			c											
Other media ineffective	**5**	-	-	-	**	-	-	2	**	**	4	-	-	1
	1%	-%	-%	-%	**	-%	-%	*2%*	**	**	*1%*	-%	-%	*1%*
									j					
The unreliability of email address lists	**4**	-	-	-	**	-	-	-	**	**	2	1	1	1
	****%***	-%	-%	-%	**	-%	-%	-%	**	**	**%*	*1%*	*1%*	*3%*
										cj				j
Lack of information about products and costs by other providers	**2**	-	-	-	**	-	-	2	**	**	2	-	-	1
	****%***	-%	-%	-%	**	-%	-%	*2%*	**	**	**%*	-%	-%	*1%*
								j						
Planning to do so in the future	**2**	-	-	-	**	-	2	-	**	**	2	-	-	*
	****%***	-%	-%	-%	**	-%	*1%*	-%	**	**	**%*	-%	-%	**%*
Contracted with postal provider / franking machine	**1**	-	-	-	**	*	-	-	**	**	*	-	-	1
	****%***	-%	-%	-%	**	**%*	-%	-%	**	**	**%*	-%	-%	*1%*
														j
Other	**31**	*	6	2	**	6	5	2	**	**	27	*	1	3
	3%	**%*	*6%*	*1%*	**	*7%*	*4%*	*3%*	**	**	*3%*	**%*	*1%*	*8%*
			k			**ck**	k		k	k				**cjkl**
Don't know	**27**	2	-	6	**	4	2	2	**	**	22	1	2	3
	3%	*3%*	-%	*4%*	**	*5%*	*2%*	*2%*	**	**	*3%*	*2%*	*4%*	*7%*
														j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	900	61	42	116	22	59	108	56	51	52	567	122	109	102
Weighted total	925	91	78	146	30	73	155	75	69	66	783	51	49	41
Happy with sending things by post	245	26	**	30	**	14	35	26	14	20	207	14	15	9
	26%	29%	**	21%	**	20%	22%	34%	21%	31%	26%	27%	30%	22%
We have already moved everything that is possible to move	227	19	**	40	**	10	45	15	21	19	200	14	7	6
	25%	21%	**	28%	**	14%	29%	20%	30%	28%	26%	28%	13%	15%
			elm	elm			elm		elm	l	elm	elm		
No reason	139	20	**	31	**	18	24	6	8	5	116	8	9	6
	15%	22%	**	22%	**	24%	16%	8%	12%	7%	15%	15%	17%	15%
		bgi		bgi		bgi							b	
Not considered this	86	7	**	14	**	4	21	6	7	5	77	3	3	4
	9%	7%	**	10%	**	5%	14%	8%	10%	7%	10%	5%	7%	9%
							k							
No need - do not have a large volume of mail	59	5	**	14	**	4	7	6	3	*	46	4	6	3
	6%	5%	**	10%	**	6%	5%	8%	4%	*%	6%	8%	12%	8%
				i				i					ij	
We prefer to send things to customers by post	51	10	**	2	**	2	12	4	2	4	41	2	3	4
	5%	11%	**	2%	**	3%	8%	5%	3%	6%	5%	5%	6%	9%
		c					c							c
No alternative media that would meet my needs	31	2	**	4	**	-	2	2	7	6	27	-	2	1
	3%	2%	**	3%	**	-%	1%	2%	10%	8%	3%	-%	5%	3%
			k						efjk	efk	k		k	
Hassle of moving	28	2	**	2	**	2	6	4	-	2	24	2	1	1
	3%	2%	**	2%	**	3%	4%	6%	-%	3%	3%	3%	2%	2%
There is no pressure from customers for us to move	22	4	**	2	**	2	2	2	3	-	21	*	1	*
	2%	4%	**	1%	**	3%	1%	2%	4%	-%	3%	1%	2%	*%
			cfikm											
Reliability / trust	15	-	**	2	**	3	*	-	-	2	12	1	1	1
	2%	-%	**	1%	**	4%	*%	-%	-%	3%	2%	1%	2%	3%
Time or extra admin required	12	*	**	2	**	-	2	2	2	-	11	1	1	-
	1%	*%	**	1%	**	-%	1%	3%	3%	-%	1%	2%	1%	-%
Need to send hard copies / keep hard copies of everything we send	12	-	**	2	**	2	-	2	3	-	9	1	-	2
	1%	-%	**	1%	**	3%	-%	3%	4%	-%	1%	2%	-%	5%
									fl					fjl
Do not use computers / only one that uses a computer	12	-	**	-	**	4	2	-	-	-	10	1	1	-
	1%	-%	**	-%	**	5%	1%	-%	-%	-%	1%	1%	2%	-%
						cjm								

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**900**	61	42	116	22	59	108	56	51	52	567	122	109	102
Weighted total	**925**	91	78	146	30	73	155	75	69	66	783	51	49	41
Cost	**12**	-	**	2	**	-	2	*	5	-	11	-	1	*
	1%	*-%*	**	*1%*	**	*-%*	*1%*	**%*	*7%*	*-%*	*1%*	*-%*	*1%*	*1%*
									acefjklm					
Customers are unwilling to give email addresses	**6**	-	**	-	**	*	-	-	2	-	5	-	1	1
	1%	*-%*	**	*-%*	**	**%*	*-%*	*-%*	*3%*	*-%*	*1%*	*-%*	*1%*	*2%*
			cfjk											
Other media ineffective	**5**	-	**	*	**	-	-	2	2	-	4	-	-	1
	1%	*-%*	**	**%*	**	*-%*	*-%*	*3%*	*3%*	*-%*	*1%*	*-%*	*-%*	*1%*
The unreliability of email address lists	**4**	-	**	-	**	-	-	-	-	2	2	1	1	1
	****%***	*-%*	**	*-%*	**	*-%*	*-%*	*-%*	*-%*	*3%*	**%*	*1%*	*1%*	*3%*
										j				j
Lack of information about products and costs by other providers	**2**	-	**	-	**	-	2	-	-	-	2	-	-	1
	****%***	*-%*	**	*-%*	**	*-%*	*1%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*1%*
Planning to do so in the future	**2**	-	**	-	**	-	2	-	-	*	2	-	-	*
	****%***	*-%*	**	*-%*	**	*-%*	*1%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	**%*
Contracted with postal provider / franking machine	**1**	-	**	-	**	*	-	-	-	*	*	-	-	1
	****%***	*-%*	**	*-%*	**	**%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*-%*	*1%*
														j
Other	**31**	*	**	4	**	6	4	2	6	2	27	*	1	3
	3%	**%*	**	*3%*	**	*8%*	*2%*	*3%*	*8%*	*3%*	*3%*	**%*	*1%*	*8%*
						akl			**akl**		k			**ajkl**
Don't know	**27**	2	**	4	**	4	4	2	1	2	20	3	2	3
	3%	*3%*	**	*3%*	**	*6%*	*3%*	*3%*	*1%*	*3%*	*3%*	*6%*	*4%*	*7%*
														j

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	900	20	88	11	64	246	36	40	384	689	211	793	107	840	60
Weighted total	925	16	109	12	63	315	34	36	330	766	159	845	80	846	79
Happy with sending things by post	245	**	36	**	20	89	**	**	63	202	43	226	19	219	26
	26%	**	33%	**	32%	28%	**	**	19%	26%	27%	27%	23%	26%	33%
			h		h	h	eh								
We have already moved everything that is possible to move	227	**	32	**	18	59	**	**	103	187	40	210	16	224	3
	25%	**	30%	**	29%	19%	**	**	31%	24%	25%	25%	21%	26%	4%
			ef		f	f		f	ef					b	
No reason	139	**	19	**	8	41	**	**	50	115	24	133	6	123	16
	15%	**	18%	**	12%	13%	**	**	15%	15%	15%	16%	8%	15%	20%
												b			
Not considered this	86	**	12	**	5	37	**	**	23	78	8	70	16	73	13
	9%	**	11%	**	8%	12%	**	**	7%	10%	5%	8%	21%	9%	17%
						h				b			a		a
No need - do not have a large volume of mail	59	**	*	**	2	16	**	**	33	50	9	54	5	56	3
	6%	**	*%	**	4%	5%	**	**	10%	7%	6%	6%	6%	7%	4%
							b		beg						
We prefer to send things to customers by post	51	**	5	**	8	13	**	**	18	37	14	44	7	45	6
	5%	**	4%	**	12%	4%	**	**	5%	5%	9%	5%	8%	5%	8%
					efh						a				
No alternative media that would meet my needs	31	**	3	**	-	14	**	**	8	24	6	23	7	27	3
	3%	**	3%	**	-%	4%	**	**	2%	3%	4%	3%	9%	3%	4%
								dh					a		
Hassle of moving	28	**	8	**	5	6	**	**	5	24	3	22	5	27	1
	3%	**	8%	**	8%	2%	**	**	2%	3%	2%	3%	7%	3%	1%
			eh		eh								a		
There is no pressure from customers for us to move	22	**	2	**	*	8	**	**	11	18	5	20	2	20	2
	2%	**	2%	**	*%	3%	**	**	3%	2%	3%	2%	2%	2%	2%
Reliability / trust	15	**	-	**	*	4	**	**	9	11	4	13	2	13	2
	2%	**	-%	**	1%	1%	**	**	3%	1%	3%	2%	3%	2%	2%
Time or extra admin required	12	**	1	**	-	8	**	**	1	12	1	10	2	12	-
	1%	**	1%	**	-%	3%	**	**	*%	2%	1%	1%	3%	1%	-%
						h									
Need to send hard copies / keep hard copies of everything we send	12	**	-	**	2	4	**	**	6	10	2	12	-	12	-
	1%	**	-%	**	3%	1%	**	**	2%	1%	1%	1%	-%	1%	-%
Do not use computers / only one that uses a computer	12	**	-	**	1	9	**	**	1	10	2	12	-	8	4
	1%	**	-%	**	1%	3%	**	**	*%	1%	1%	1%	-%	1%	5%
						h	bh								a

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	**900**	20	88	11	64	246	36	40	384	689	211	793	107	840	60
Weighted total	**925**	16	109	12	63	315	34	36	330	766	159	845	80	846	79
Cost	**12**	**	*	**	*	4	**	**	7	12	*	9	3	12	-
	1%	**	*%*	**	*%*	*1%*	**	**	*2%*	*2%*	*%*	*1%*	*4%*	*1%*	-%
													a		
Customers are unwilling to give email addresses	**6**	**	-	**	-	1	**	**	6	5	1	5	2	6	-
	1%	**	-%	**	-%	*%	**	**	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	-%
													a		
Other media ineffective	**5**	**	*	**	-	2	**	**	*	4	*	3	2	5	-
	1%	**	*%*	**	-%	*1%*	**	**	*%*	*1%*	*%*	*%*	*3%*	*1%*	-%
							bdeh						a		
The unreliability of email address lists	**4**	**	-	**	-	3	**	**	2	3	1	4	-	4	-
	%	**	-%	**	-%	*1%*	**	**	*%*	*%*	*1%*	*%*	-%	*%*	-%
Lack of information about products and costs by other providers	**2**	**	-	**	-	2	**	**	*	2	*	2	*	2	-
	%	**	-%	**	-%	*1%*	**	**	*%*	*%*	*%*	*%*	*1%*	*%*	-%
Planning to do so in the future	**2**	**	-	**	-	*	**	**	2	2	*	2	-	2	-
	%	**	-%	**	-%	*%*	**	**	*1%*	*%*	*%*	*%*	-%	*%*	-%
Contracted with postal provider / franking machine	**1**	**	-	**	-	1	**	**	*	*	1	1	-	1	-
	%	**	-%	**	-%	*%*	**	**	*%*	*%*	*%*	*%*	-%	*%*	-%
Other	**31**	**	5	**	*	10	**	**	16	27	4	30	1	28	2
	3%	**	*4%*	**	*%*	*3%*	**	**	*5%*	*4%*	*2%*	*4%*	*1%*	*3%*	*3%*
Don't know	**27**	**	1	**	1	9	**	**	11	24	3	26	1	25	3
	3%	**	*1%*	**	*1%*	*3%*	**	**	*3%*	*3%*	*2%*	*3%*	*1%*	*3%*	*4%*
								b							

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**900**	512	134	236	665	193	36	5	1	-	-	-	858	42	300	365	235
Weighted total	**925**	547	130	225	734	160	26	5	*	-	-	-	894	31	366	368	191
Happy with sending things by post	**245**	134	25	82	190	45	**	**	**	**	**	**	235	**	83	108	54
	26%	*25%*	*19%*	*36%*	*26%*	*28%*	**	**	**	**	**	**	*26%*	**	*23%*	*29%*	*29%*
				ab													
We have already moved everything that is possible to move	**227**	148	41	35	178	45	**	**	**	**	**	**	223	**	98	80	48
	25%	*27%*	*32%*	*16%*	*24%*	*28%*	**	**	**	**	**	**	*25%*	**	*27%*	*22%*	*25%*
		c	c			**cj**											
No reason	**139**	84	24	25	114	20	**	**	**	**	**	**	134	**	58	56	25
	15%	*15%*	*18%*	*11%*	*16%*	*13%*	**	**	**	**	**	**	*15%*	**	*16%*	*15%*	*13%*
Not considered this	**86**	53	12	21	67	19	**	**	**	**	**	**	85	**	36	31	20
	9%	*10%*	*9%*	*10%*	*9%*	*12%*	**	**	**	**	**	**	*10%*	**	*10%*	*8%*	*10%*
No need - do not have a large volume of mail	**59**	47	2	6	57	1	**	**	**	**	**	**	59	**	37	20	1
	6%	*9%*	*2%*	*3%*	*8%*	*1%*	**	**	**	**	**	**	*7%*	**	*10%*	*6%*	*1%*
		bc			b								b		**bc**	c	
We prefer to send things to customers by post	**51**	20	13	18	32	14	**	**	**	**	**	**	46	**	11	21	18
	5%	*4%*	*10%*	*8%*	*4%*	*9%*	**	**	**	**	**	**	*5%*	**	*3%*	*6%*	*10%*
			a	a		a	**ai**							**ai**			a
No alternative media that would meet my needs	**31**	9	*	21	21	7	**	**	**	**	**	**	28	**	5	16	10
	3%	*2%*	*%*	*9%*	*3%*	*5%*	**	**	**	**	**	**	*3%*	**	*1%*	*4%*	*5%*
				ab												a	a
Hassle of moving	**28**	15	8	5	27	1	**	**	**	**	**	**	27	**	10	16	1
	3%	*3%*	*6%*	*2%*	*4%*	*%*	**	**	**	**	**	**	*3%*	**	*3%*	*4%*	*1%*
			c		b								b			c	
There is no pressure from customers for us to move	**22**	15	4	3	15	7	**	**	**	**	**	**	22	**	9	6	7
	2%	*3%*	*3%*	*1%*	*2%*	*4%*	**	**	**	**	**	**	*2%*	**	*2%*	*2%*	*4%*
Reliability / trust	**15**	10	*	3	10	5	**	**	**	**	**	**	15	**	5	5	5
	2%	*2%*	*%*	*1%*	*1%*	*3%*	**	**	**	**	**	**	*2%*	**	*1%*	*1%*	*3%*
Time or extra admin required	**12**	7	5	*	10	2	**	**	**	**	**	**	12	**	7	3	3
	1%	*1%*	*4%*	*%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	*2%*	*1%*	*1%*
			ac														
Need to send hard copies / keep hard copies of everything we send	**12**	8	3	1	12	1	**	**	**	**	**	**	12	**	6	6	1
	1%	*1%*	*2%*	*1%*	*2%*	*%*	**	**	**	**	**	**	*1%*	**	*2%*	*2%*	*%*
Do not use computers / only one that uses a computer	**12**	10	2	*	12	-	**	**	**	**	**	**	12	**	7	5	-
	1%	*2%*	*2%*	*%*	*2%*	*-%*	**	**	**	**	**	**	*1%*	**	*2%*	*1%*	*-%*
		c													c		
Cost	**12**	5	2	3	10	2	**	**	**	**	**	**	12	**	7	3	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	*2%*	*1%*	*1%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**900**	512	134	236	665	193	36	5	1	-	-	-	858	42	300	365	235
Weighted total	**925**	547	130	225	734	160	26	5	*	-	-	-	894	31	366	368	191
Customers are unwilling to give email addresses	**6**	*	3	3	3	4	**	**	**	**	**	**	6	**	-	3	4
	1%	*%*	*2%*	*2%*	*%*	*2%*	**	**	**	**	**	**	*1%*	**	-%	*1%*	*2%*
			a	a		a											a
Other media ineffective	**5**	5	*	-	3	2	**	**	**	**	**	**	5	**	3	*	2
	1%	*1%*	*%*	-%	*%*	*1%*	**	**	**	**	**	**	*1%*	**	*1%*	*%*	*1%*
The unreliability of email address lists	**4**	2	1	1	4	1	**	**	**	**	**	**	4	**	1	3	1
	%	*%*	*1%*	*%*	*%*	*%*	**	**	**	**	**	**	*%*	**	*%*	*1%*	*%*
Lack of information about products and costs by other providers	**2**	*	-	2	1	-	**	**	**	**	**	**	1	**	-	1	2
	%	*%*	-%	*1%*	*%*	-%	**	**	**	**	**	**	*%*	**	-%	*%*	*1%*
				a			**abi**							**abi**			
Planning to do so in the future	**2**	2	*	*	2	*	**	**	**	**	**	**	2	**	2	*	*
	%	*%*	*%*	*%*	*%*	*%*	**	**	**	**	**	**	*%*	**	*1%*	*%*	*%*
Contracted with postal provider / franking machine	**1**	-	-	1	1	*	**	**	**	**	**	**	1	**	-	1	*
	%	-%	-%	*%*	*%*	*%*	**	**	**	**	**	**	*%*	**	-%	*%*	*%*
Other	**31**	19	1	12	21	5	**	**	**	**	**	**	27	**	11	10	10
	3%	*3%*	*1%*	*5%*	*3%*	*3%*	**	**	**	**	**	**	*3%*	**	*3%*	*3%*	*5%*
				b			**abi**							**abi**			
Don't know	**27**	15	3	7	26	2	**	**	**	**	**	**	27	**	11	15	2
	3%	*3%*	*3%*	*3%*	*4%*	*1%*	**	**	**	**	**	**	*3%*	**	*3%*	*4%*	*1%*
																c	

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**900**	630	416	672	334	250	556	578	41	26	21	3	3	-	320	6	6	2	-	-	-	-
Weighted total	**925**	590	365	643	354	212	527	584	26	17	14	1	1	-	341	6	5	3	-	-	-	-
Happy with sending things by post	**245**	149	95	162	105	65	164	146	**	**	**	**	**	**	98	**	**	**	**	**	**	**
	26%	*25%*	*26%*	*25%*	*30%*	*31%*	*31%*	*25%*	**	**	**	**	**	**	*29%*	**	**	**	**	**	**	**
							ac															
We have already moved everything that is possible to move	**227**	129	84	142	93	38	123	134	**	**	**	**	**	**	89	**	**	**	**	**	**	**
	25%	*22%*	*23%*	*22%*	*26%*	*18%*	*23%*	*23%*	**	**	**	**	**	**	*26%*	**	**	**	**	**	**	**
					e																	
No reason	**139**	98	55	107	40	28	66	100	**	**	**	**	**	**	40	**	**	**	**	**	**	**
	15%	*17%*	*15%*	*17%*	*11%*	*13%*	*12%*	*17%*	**	**	**	**	**	**	*12%*	**	**	**	**	**	**	**
		df		df																		
Not considered this	**86**	60	32	62	33	18	50	61	**	**	**	**	**	**	33	**	**	**	**	**	**	**
	9%	*10%*	*9%*	*10%*	*9%*	*8%*	*10%*	*10%*	**	**	**	**	**	**	*10%*	**	**	**	**	**	**	**
								b														
No need - do not have a large volume of mail	**59**	34	17	37	8	12	25	37	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	6%	*6%*	*5%*	*6%*	*2%*	*6%*	*5%*	*6%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
		d		d		d																
We prefer to send things to customers by post	**51**	41	27	43	31	18	36	37	**	**	**	**	**	**	29	**	**	**	**	**	**	**
	5%	*7%*	*8%*	*7%*	*9%*	*8%*	*7%*	*6%*	**	**	**	**	**	**	*9%*	**	**	**	**	**	**	**
No alternative media that would meet my needs	**31**	15	18	23	26	5	17	20	**	**	**	**	**	**	23	**	**	**	**	**	**	**
	3%	*3%*	*5%*	*4%*	*7%*	*2%*	*3%*	*3%*	**	**	**	**	**	**	*7%*	**	**	**	**	**	**	**
			a		acef																	
Hassle of moving	**28**	23	10	23	8	3	19	19	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	3%	*4%*	*3%*	*4%*	*2%*	*1%*	*4%*	*3%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
									a													
There is no pressure from customers for us to move	**22**	15	11	17	14	9	14	16	**	**	**	**	**	**	14	**	**	**	**	**	**	**
	2%	*2%*	*3%*	*3%*	*4%*	*4%*	*3%*	*3%*	**	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Reliability / trust	**15**	12	6	13	5	3	11	11	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	*2%*	*2%*	*2%*	*1%*	*2%*	*2%*	*2%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Time or extra admin required	**12**	8	8	8	5	5	8	8	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Need to send hard copies / keep hard copies of everything we send	**12**	9	3	9	*	2	7	9	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	1%	*2%*	*1%*	*1%*	*%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*%*	**	**	**	**	**	**	**
		d		d			d															
Do not use computers / only one that uses a computer	**12**	6	4	6	5	4	7	6	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Cost	**12**	5	3	5	5	2	8	2	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**900**	630	416	672	334	250	556	578	41	26	21	3	3	-	320	6	6	2	-	-	-	-
Weighted total	**925**	590	365	643	354	212	527	584	26	17	14	1	1	-	341	6	5	3	-	-	-	-
Customers are unwilling to give email addresses	**6**	6	5	6	5	3	4	6	**	**	**	**	**	**	5	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Other media ineffective	**5**	*	2	2	2	*	1	2	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	**%*	*1%*	**%*	*1%*	**%*	**%*	**%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
The unreliability of email address lists	**4**	4	4	4	1	1	3	3	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	****%***	*1%*	*1%*	*1%*	**%*	**%*	**%*	*1%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
Lack of information about products and costs by other providers	**2**	2	2	2	2	*	1	1	**	**	**	**	**	**	2	**	**	**	**	**	**	**
	****%***	**%*	*1%*	**%*	**%*	**%*	**%*	**%*	**	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Planning to do so in the future	**2**	*	*	*	*	2	2	*	**	**	**	**	**	**	*	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	*1%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
						ac																
Contracted with postal provider / franking machine	**1**	*	*	*	1	*	1	-	**	**	**	**	**	**	1	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	**	**%*	**	**	**	**	**	**	**
									a													
Other	**31**	23	7	23	12	9	22	17	**	**	**	**	**	**	12	**	**	**	**	**	**	**
	3%	*4%*	*2%*	*4%*	*3%*	*4%*	*4%*	*3%*	**	**	**	**	**	**	*3%*	**	**	**	**	**	**	**
									a													
Don't know	**27**	13	6	13	8	11	17	11	**	**	**	**	**	**	8	**	**	**	**	**	**	**
	3%	*2%*	*2%*	*2%*	*2%*	*5%*	*3%*	*2%*	**	**	**	**	**	**	*2%*	**	**	**	**	**	**	**
						abc																

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**900**	179	157	178	151	7	101	73	83	72	5	200	20	108	799	100
Weighted total	**925**	205	166	189	75	8	118	75	88	70	4	237	21	88	815	108
Happy with sending things by post	**245**	40	50	49	18	**	25	32	22	25	**	71	**	24	212	33
	26%	*19%*	*30%*	*26%*	*25%*	**	*21%*	*42%*	*25%*	*36%*	**	*30%*	**	*27%*	*26%*	*30%*
			a					**ac**		a						
We have already moved everything that is possible to move	**227**	49	38	42	11	**	37	15	29	11	**	60	**	21	194	33
	25%	*24%*	*23%*	*22%*	*14%*	**	*31%*	*20%*	*33%*	*15%*	**	*25%*	**	*24%*	*24%*	*30%*
		d					d		d							
No reason	**139**	37	31	28	9	**	11	9	12	8	**	29	**	11	126	11
	15%	*18%*	*19%*	*15%*	*12%*	**	*9%*	*12%*	*13%*	*12%*	**	*12%*	**	*12%*	*15%*	*11%*
Not considered this	**86**	21	10	28	2	**	13	5	13	3	**	22	**	8	75	12
	9%	*10%*	*6%*	*15%*	*3%*	**	*11%*	*7%*	*15%*	*4%*	**	*9%*	**	*10%*	*9%*	*11%*
		d		**bd**					d							
No need - do not have a large volume of mail	**59**	19	10	8	*	**	2	5	1	*	**	5	**	3	56	3
	6%	*9%*	*6%*	*4%*	*%*	**	*2%*	*7%*	*1%*	*%*	**	*2%*	**	*4%*	*7%*	*2%*
		cd	d	d				**cd**								
We prefer to send things to customers by post	**51**	6	9	13	14	**	16	*	4	11	**	21	**	8	51	*
	5%	*3%*	*6%*	*7%*	*19%*	**	*13%*	*%*	*4%*	*16%*	**	*9%*	**	*9%*	*6%*	*%*
					abc		**bc**			**bc**					b	
No alternative media that would meet my needs	**31**	10	5	4	5	**	10	3	5	8	**	17	**	6	21	10
	3%	*5%*	*3%*	*2%*	*6%*	**	*9%*	*4%*	*5%*	*11%*	**	*7%*	**	*7%*	*3%*	*9%*
																a
Hassle of moving	**28**	12	2	8	1	**	1	4	2	*	**	7	**	1	25	3
	3%	*6%*	*1%*	*4%*	*1%*	**	*1%*	*6%*	*2%*	*%*	**	*3%*	**	*1%*	*3%*	*3%*
		bd						d								
There is no pressure from customers for us to move	**22**	6	2	7	*	**	8	2	5	-	**	7	**	6	16	6
	2%	*3%*	*1%*	*4%*	*%*	**	*7%*	*3%*	*5%*	*-%*	**	*3%*	**	*6%*	*2%*	*6%*
				d			d		d							a
Reliability / trust	**15**	10	1	1	1	**	2	*	2	-	**	4	**	*	11	4
	2%	*5%*	*%*	*%*	*1%*	**	*2%*	*1%*	*2%*	*-%*	**	*2%*	**	*1%*	*1%*	*4%*
		bcd														
Time or extra admin required	**12**	*	2	5	*	**	-	2	1	2	**	3	**	2	7	5
	1%	*%*	*1%*	*3%*	*%*	**	*-%*	*3%*	*1%*	*3%*	**	*1%*	**	*3%*	*1%*	*5%*
				a												a

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 140 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	**900**	179	157	178	151	7	101	73	83	72	5	200	20	108	799	100
Weighted total	**925**	205	166	189	75	8	118	75	88	70	4	237	21	88	815	108
Need to send hard copies / keep hard copies of everything we send	**12**	3	3	3	1	**	*	*	-	-	**	*	**	*	12	*
	1%	*1%*	*2%*	*2%*	*1%*	**	*%*	*%*	-%	-%	**	*%*	**	*%*	*1%*	*%*
Do not use computers / only one that uses a computer	**12**	3	1	2	-	**	3	2	-	-	**	2	**	2	12	-
	1%	*1%*	*%*	*1%*	-%	**	*2%*	*3%*	-%	-%	**	*1%*	**	*2%*	*1%*	-%
Cost	**12**	2	2	1	*	**	-	*	*	4	**	5	**	-	10	2
	1%	*1%*	*1%*	*%*	*%*	**	-%	*%*	*1%*	*6%*	**	*2%*	**	-%	*1%*	*2%*
										ab						
Customers are unwilling to give email addresses	**6**	-	*	2	4	**	3	-	2	*	**	2	**	3	6	-
	1%	-%	*%*	*1%*	*5%*	**	*2%*	-%	*2%*	*%*	**	*1%*	**	*3%*	*1%*	-%
					abc											
Other media ineffective	**5**	-	-	2	-	**	-	-	2	*	**	2	**	-	5	-
	1%	-%	-%	*1%*	-%	**	-%	-%	*2%*	*%*	**	*1%*	**	-%	*1%*	-%
The unreliability of email address lists	**4**	1	1	3	*	**	-	-	1	-	**	1	**	-	4	-
	%	*%*	*%*	*1%*	*1%*	**	-%	-%	*1%*	-%	**	*%*	**	-%	*%*	-%
Lack of information about products and costs by other providers	**2**	-	-	-	2	**	-	-	2	-	**	2	**	-	2	-
	%	-%	-%	-%	*3%*	**	-%	-%	*2%*	-%	**	*1%*	**	-%	*%*	-%
					abc											
Planning to do so in the future	**2**	-	*	-	*	**	*	*	-	-	**	*	**	*	2	-
	%	-%	*%*	-%	*%*	**	*%*	*%*	-%	-%	**	*%*	**	*%*	*%*	-%
Contracted with postal provider / franking machine	**1**	-	-	-	*	**	-	1	*	-	**	1	**	*	*	1
	%	-%	-%	-%	*1%*	**	-%	*1%*	*%*	-%	**	*%*	**	*%*	*%*	*1%*
Other	**31**	3	7	7	5	**	2	4	5	1	**	7	**	4	29	2
	3%	*2%*	*4%*	*4%*	*7%*	**	*2%*	*5%*	*6%*	*1%*	**	*3%*	**	*5%*	*4%*	*2%*
					a											
Don't know	**27**	3	5	3	1	**	3	1	2	2	**	5	**	1	24	4
	3%	*2%*	*3%*	*2%*	*2%*	**	*2%*	*2%*	*2%*	*3%*	**	*2%*	**	*1%*	*3%*	*3%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**900**	648	24	232	102	639	33	226	108	164	601	82	-
Weighted total	**925**	623	19	241	114	613	30	234	120	137	560	57	-
Happy with sending things by post	**245**	156	**	64	41	152	**	64	41	35	138	16	**
	26%	*25%*	**	*27%*	*36%*	*25%*	**	*27%*	*34%*	*26%*	*25%*	*28%*	**
We have already moved everything that is possible to move	**227**	139	**	67	26	136	**	63	30	32	126	12	**
	25%	*22%*	**	*28%*	*23%*	*22%*	**	*27%*	*25%*	*24%*	*23%*	*20%*	**
No reason	**139**	106	**	21	20	106	**	19	22	23	90	7	**
	15%	*17%*	**	*9%*	*17%* a	*17%* b	**	*8%*	*18%* a	*17%*	*16%*	*13%*	**
Not considered this	**86**	58	**	16	17	58	**	16	17	11	59	6	**
	9%	*9%*	**	*7%*	*15%* a	*9%*	**	*7%*	*14%* a	*8%*	*11%*	*10%*	**
No need - do not have a large volume of mail	**59**	35	**	7	1	35	**	7	1	6	30	*	**
	6%	*6%*	**	*3%*	*1%*	*6%*	**	*3%*	*1%*	*5%*	*5%* c	*%*	**
We prefer to send things to customers by post	**51**	43	**	31	*	43	**	31	*	7	41	4	**
	5%	*7%*	**	*13%* b	*%*	*7%*	**	*13%* b	*%*	*5%*	*7%*	*6%*	**
No alternative media that would meet my needs	**31**	23	**	14	11	23	**	14	11	8	15	5	**
	3%	*4%*	**	*6%*	*10%*	*4%*	**	*6%*	*9%*	*6%*	*3%*	*8%* b	**
Hassle of moving	**28**	23	**	7	1	23	**	7	1	4	22	*	**
	3%	*4%*	**	*3%*	*1%*	*4%*	**	*3%*	*1%*	*3%*	*4%*	*%*	**
There is no pressure from customers for us to move	**22**	15	**	9	6	15	**	9	6	4	13	2	**
	2%	*2%*	**	*4%*	*5%*	*2%*	**	*4%*	*5%*	*3%*	*2%*	*4%*	**
Reliability / trust	**15**	13	**	2	2	11	**	2	2	6	10	*	**
	2%	*2%*	**	*1%*	*2%*	*2%*	** a	*1%*	*2%*	*5%* b	*2%*	*%*	**
Time or extra admin required	**12**	8	**	2	3	8	**	2	3	3	8	-	**
	1%	*1%*	**	*1%*	*2%*	*1%*	**	*1%*	*2%*	*2%*	*1%*	*-%*	**
Need to send hard copies / keep hard copies of everything we send	**12**	9	**	*	*	9	**	*	*	1	9	*	**
	1%	*1%*	**	*%*	*%*	*2%*	**	*%*	*%*	*1%*	*2%*	*%*	**
Do not use computers / only one that uses a computer	**12**	6	**	3	2	6	**	3	2	2	6	-	**
	1%	*1%*	**	*1%*	*2%*	*1%*	**	*1%*	*2%*	*2%*	*1%*	*-%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	*b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	900	648	24	232	102	639	33	226	108	164	601	82	-
Weighted total	925	623	19	241	114	613	30	234	120	137	560	57	-
Cost	12	5	**	2	2	5	**	2	2	-	5	-	**
	1%	1%	**	1%	2%	1%	**	1%	2%	-%	1%	-%	**
Customers are unwilling to give email addresses	6	6	**	5	-	6	**	5	-	-	6	*	**
	1%	1%	**	2%	-%	1%	**	2%	-%	-%	1%	1%	**
Other media ineffective	5	2	**	2	-	2	**	2	-	-	*	*	**
	1%	*%	**	1%	-%	*%	**	1%	-%	-%	*%	*%	**
The unreliability of email address lists	4	4	**	1	-	4	**	1	-	2	4	-	**
	*%	1%	**	*%	-%	1%	**	*%	-%	1%	1%	-%	**
Lack of information about products and costs by other providers	2	2	**	2	-	2	**	2	-	-	2	2	**
	*%	*%	**	1%	-%	*%	**	1%	-%	-%	*%	4% ab	**
Planning to do so in the future	2	*	**	*	-	*	**	*	-	*	*	*	**
	*%	*%	**	*%	-%	*%	**	*%	-%	*%	*%	*%	**
Contracted with postal provider / franking machine	1	*	**	*	1	*	**	*	1	*	*	-	**
	*%	*%	**	*%	*%	*%	**	*%	*%	*%	*%	-%	**
Other	31	21	**	10	2	21	**	10	2	8	21	10	**
	3%	3%	**	4%	2%	3%	**	4%	1%	6%	4%	17% ab	**
Don't know	27	12	**	6	2	10	**	6	2	1	13	*	**
	3%	2%	**	2%	2%	2%	** a	3%	2%	*%	2%	1%	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	900	138	369	58	-	222	235	89	1	611	401	275	531	446	18
Weighted total	925	125	314	49	-	257	235	100	*	573	357	290	506	393	9
Happy with sending things by post	245	29	82	17	**	90	69	43	**	140	93	80	119	113	**
	26%	24%	26%	34%	**	35%	29%	43%	**	24%	26%	28%	24%	29%	**
								b							
We have already moved everything that is possible to move	227	33	74	8	**	64	57	22	**	128	83	74	120	78	**
	25%	26%	23%	17%	**	25%	24%	22%	**	22%	23%	26%	24%	20%	**
No reason	139	25	40	5	**	35	27	12	**	98	55	34	82	63	**
	15%	20%	13%	10%	**	13%	12%	12%	**	17%	15%	12%	16%	16%	**
		b								c					
Not considered this	86	8	29	*	**	27	17	8	**	56	29	22	49	32	**
	9%	6%	9%	*%	**	11%	7%	8%	**	10%	8%	8%	10%	8%	**
			c												
No need - do not have a large volume of mail	59	7	14	*	**	4	5	1	**	32	15	8	29	14	**
	6%	6%	5%	*%	**	1%	2%	1%	**	6%	4%	3%	6%	4%	**
We prefer to send things to customers by post	51	5	27	5	**	19	23	5	**	41	27	31	34	26	**
	5%	4%	9%	10%	**	7%	10%	5%	**	7%	8%	11%	7%	7%	**
No alternative media that would meet my needs	31	10	16	5	**	17	17	4	**	15	18	21	19	15	**
	3%	8%	5%	9%	**	7%	7%	4%	**	3%	5%	7%	4%	4%	**
											a	a			
Hassle of moving	28	*	10	*	**	4	6	*	**	23	10	7	15	18	**
	3%	*%	3%	*%	**	2%	2%	*%	**	4%	3%	2%	3%	4%	**
There is no pressure from customers for us to move	22	4	9	2	**	12	6	6	**	15	11	12	11	9	**
	2%	3%	3%	4%	**	5%	3%	6%	**	3%	3%	4%	2%	2%	**
Reliability / trust	15	5	3	*	**	3	4	4	**	12	6	2	13	9	**
	2%	4%	1%	*%	**	1%	2%	4%	**	2%	2%	1%	3%	2%	**
		b													
Time or extra admin required	12	2	8	*	**	5	3	*	**	8	8	4	8	8	**
	1%	1%	3%	1%	**	2%	1%	*%	**	1%	2%	1%	2%	2%	**
Need to send hard copies / keep hard copies of everything we send	12	*	3	*	**	*	*	*	**	9	3	*	9	2	**
	1%	*%	1%	*%	**	*%	*%	*%	**	2%	1%	*%	2%	1%	**
										c					
Do not use computers / only one that uses a computer	12	-	4	-	**	2	5	-	**	6	4	3	3	5	**
	1%	-%	1%	-%	**	1%	2%	-%	**	1%	1%	1%	1%	1%	**
Cost	12	-	3	-	**	2	5	2	**	5	3	2	5	5	**
	1%	-%	1%	-%	**	1%	2%	2%	**	1%	1%	1%	1%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	900	138	369	58	-	222	235	89	1	611	401	275	531	446	18
Weighted total	925	125	314	49	-	257	235	100	*	573	357	290	506	393	9
Customers are unwilling to give email addresses	6	*	4	3	**	5	3	*	**	6	5	5	5	6	**
	1%	*%	1%	6% ab	**	2%	1%	*%	**	1%	1%	2%	1%	2%	**
Other media ineffective	5	2	*	*	**	-	2	*	**	*	2	2	2	*	**
	1%	2% b	*%	*%	**	-%	1%	*%	**	*%	1%	1%	*%	*%	**
The unreliability of email address lists	4	2	4	-	**	1	-	-	**	4	4	1	3	4	**
	*%	2%	1%	-%	**	*%	-%	-%	**	1%	1%	*%	1%	1%	**
Lack of information about products and costs by other providers	2	-	2	2	**	2	2	2	**	2	2	2	2	2	**
	*%	-%	1%	5% ab	**	1%	1%	2%	**	*%	1%	1%	*%	1%	**
Planning to do so in the future	2	-	*	*	**	-	*	-	**	*	*	*	*	*	**
	*%	-%	*%	*%	**	-%	*%	-%	**	*%	*%	*%	*%	*%	**
Contracted with postal provider / franking machine	1	-	*	-	**	1	*	-	**	*	*	*	*	*	**
	*%	-%	*%	-%	**	*%	*%	-%	**	*%	*%	*%	*%	*%	**
Other	31	1	7	4	**	5	9	7	**	21	7	10	17	14	**
	3%	*%	2%	9% ab	**	2%	4%	7% a	**	4%	2%	3%	3%	4%	**
Don't know	27	1	6	*	**	7	6	3	**	12	5	6	11	5	**
	3%	*%	2%	1%	**	3%	2%	3%	**	2%	1%	2%	2%	1%	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**900**	198	149	145	44	41	537	467	20	5	10	2	825	666	831	686	868
Weighted total	**925**	204	147	156	52	52	524	427	21	7	15	2	833	647	840	687	884
Happy with sending things by post	**245**	60	35	48	**	**	130	125	**	**	**	**	224	167	224	189	238
	26%	*29%*	*24%*	*31%*	**	**	*25%*	*29%*	**	**	**	**	*27%*	*26%*	*27%*	*28%*	*27%*
					abc												
We have already moved everything that is possible to move	**227**	50	29	44	**	**	125	89	**	**	**	**	198	170	199	177	212
	25%	*24%*	*20%*	*29%*	**	**	*24%*	*21%*	**	**	**	**	*24%*	*26%*	*24%*	*26%*	*24%*
No reason	**139**	25	21	21	**	**	81	66	**	**	**	**	121	94	125	94	128
	15%	*12%*	*15%*	*14%*	**	**	*15%*	*15%*	**	**	**	**	*15%*	*15%*	*15%*	*14%*	*14%*
Not considered this	**86**	20	11	10	**	**	51	33	**	**	**	**	86	66	86	63	86
	9%	*10%*	*8%*	*6%*	**	**	*10%*	*8%*	**	**	**	**	*10%*	*10%*	*10%*	*9%*	*10%*
No need - do not have a large volume of mail	**59**	6	1	5	**	**	26	14	**	**	**	**	49	34	51	33	54
	6%	*3%*	**%*	*3%*	**	**	*5%*	*3%*	**	**	**	**	*6%*	*5%*	*6%*	*5%*	*6%*
We prefer to send things to customers by post	**51**	16	21	14	**	**	33	32	**	**	**	**	51	40	51	42	49
	5%	*8%*	*14%*	*9%*	**	**	*6%*	*7%*	**	**	**	**	*6%*	*6%*	*6%*	*6%*	*6%*
No alternative media that would meet my needs	**31**	10	11	15	**	**	21	13	**	**	**	**	27	14	27	24	29
	3%	*5%*	*7%*	*10%*	**	**	*4%*	*3%*	**	**	**	**	*3%*	*2%*	*3%*	*4%*	*3%*
Hassle of moving	**28**	5	4	2	**	**	17	18	**	**	**	**	28	21	28	18	27
	3%	*2%*	*3%*	*2%*	**	**	*3%*	*4%*	**	**	**	**	*3%*	*3%*	*3%*	*3%*	*3%*
There is no pressure from customers for us to move	**22**	6	5	6	**	**	11	9	**	**	**	**	22	15	22	15	20
	2%	*3%*	*3%*	*4%*	**	**	*2%*	*2%*	**	**	**	**	*3%*	*2%*	*3%*	*2%*	*2%*
Reliability / trust	**15**	*	2	1	**	**	10	6	**	**	**	**	12	8	12	12	15
	2%	**%*	*2%*	**%*	**	**	*2%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*2%*	*2%*
Time or extra admin required	**12**	4	2	2	**	**	8	8	**	**	**	**	12	10	12	12	12
	1%	*2%*	*1%*	*1%*	**	**	*2%*	*2%*	**	**	**	**	*1%*	*2%*	*1%*	*2%*	*1%*
Need to send hard copies / keep hard copies of everything we send	**12**	*	*	*	**	**	9	2	**	**	**	**	7	4	7	9	12
	1%	**%*	**%*	**%*	**	**	*2%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Do not use computers / only one that uses a computer	**12**	3	2	2	**	**	4	5	**	**	**	**	12	5	12	8	12
	1%	*1%*	*1%*	*1%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Cost	**12**	3	1	2	**	**	7	7	**	**	**	**	10	7	10	6	12
	1%	*1%*	**%*	*2%*	**	**	*1%*	*2%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Customers are unwilling to give email addresses	**6**	3	3	2	**	**	4	6	**	**	**	**	6	6	6	6	6
	1%	*2%*	*2%*	*1%*	**	**	*1%*	*1%*	**	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	*a	*b	*c	*d	a	b	c	d	e
Unweighted total	**900**	198	149	145	44	41	537	467	20	5	10	2	825	666	831	686	868
Weighted total	**925**	204	147	156	52	52	524	427	21	7	15	2	833	647	840	687	884
Other media ineffective	**5**	2	*	-	**	**	2	*	**	**	**	**	5	3	5	3	5
	1%	*1%*	**%*	*-%*	**	**	**%*	**%*	**	**	**	**	*1%*	**%*	*1%*	**%*	*1%*
The unreliability of email address lists	**4**	1	-	1	**	**	2	4	**	**	**	**	4	4	4	4	4
	****%***	**%*	*-%*	**%*	**	**	**%*	*1%*	**	**	**	**	**%*	*1%*	**%*	*1%*	**%*
Lack of information about products and costs by other providers	**2**	2	2	2	**	**	2	2	**	**	**	**	2	2	2	2	2
	****%***	*1%*	*1%*	*1%*	**	**	**%*	*1%*	**	**	**	**	**%*	**%*	**%*	**%*	**%*
Planning to do so in the future	**2**	*	*	-	**	**	*	*	**	**	**	**	2	2	2	2	2
	****%***	**%*	**%*	*-%*	**	**	**%*	**%*	**	**	**	**	**%*	**%*	**%*	**%*	**%*
Contracted with postal provider / franking machine	**1**	*	*	1	**	**	*	*	**	**	**	**	1	1	1	1	1
	****%***	**%*	**%*	**%*	**	**	**%*	**%*	**	**	**	**	**%*	**%*	**%*	**%*	**%*
Other	**31**	8	9	3	**	**	15	17	**	**	**	**	30	26	30	29	30
	3%	*4%*	*6%*	*2%*	**	**	*3%*	*4%*	**	**	**	**	*4%*	*4%*	*4%*	*4%*	*3%*
Don't know	**27**	5	3	3	**	**	13	11	**	**	**	**	23	15	23	19	27
	3%	*2%*	*2%*	*2%*	**	**	*2%*	*2%*	**	**	**	**	*3%*	*2%*	*3%*	*3%*	*3%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	900	495	838	216	10	727	31	138	722	163	9	36	154	111	723	60
Weighted total	925	493	858	188	15	736	35	152	727	180	11	38	168	118	744	59
Happy with sending things by post	245	141	225	71	**	197	**	41	187	58	**	**	55	32	201	12
	26%	29%	26%	38%	**	27%	**	27%	26%	32%	**	**	33%	27%	27%	21%
				ab		b										
We have already moved everything that is possible to move	227	143	200	40	**	177	**	44	171	43	**	**	42	31	181	15
	25%	29%	23%	21%	**	24%	**	29%	24%	24%	**	**	25%	26%	24%	25%
		bc														
No reason	139	64	133	23	**	109	**	17	117	24	**	**	22	17	110	10
	15%	13%	16%	13%	**	15%	**	11%	16%	13%	**	**	13%	14%	15%	18%
Not considered this	86	53	86	19	**	61	**	12	66	20	**	**	17	7	78	1
	9%	11%	10%	10%	**	8%	**	8%	9%	11%	**	**	10%	6%	10%	2%
															c	
No need - do not have a large volume of mail	59	22	52	4	**	51	**	2	55	3	**	**	3	1	56	2
	6%	4%	6%	2%	**	7%	**	2%	8%	1%	**	**	2%	1%	8%	3%
			c						a						a	
We prefer to send things to customers by post	51	23	50	6	**	45	**	11	40	5	**	**	5	12	39	*
	5%	5%	6%	3%	**	6%	**	7%	5%	3%	**	**	3%	10%	5%	*%
														bc		
No alternative media that would meet my needs	31	15	28	6	**	17	**	5	22	15	**	**	15	5	21	4
	3%	3%	3%	3%	**	2%	**	3%	3%	8%	**	**	9%	4%	3%	7%
							a									
Hassle of moving	28	4	25	2	**	23	**	3	23	3	**	**	3	2	23	2
	3%	1%	3%	1%	**	3%	**	2%	3%	2%	**	**	2%	2%	3%	4%
			a													
There is no pressure from customers for us to move	22	15	22	4	**	17	**	4	18	10	**	**	8	6	16	*
	2%	3%	3%	2%	**	2%	**	3%	2%	5%	**	**	5%	5%	2%	*%
Reliability / trust	15	4	15	3	**	13	**	3	13	4	**	**	4	*	15	*
	2%	1%	2%	1%	**	2%	**	2%	2%	2%	**	**	3%	*%	2%	*%
Time or extra admin required	12	8	12	5	**	10	**	1	9	5	**	**	5	2	8	2
	1%	2%	1%	2%	**	1%	**	1%	1%	3%	**	**	3%	2%	1%	4%
Need to send hard copies / keep hard copies of everything we send	12	8	12	3	**	9	**	1	11	*	**	**	*	-	12	-
	1%	2%	1%	2%	**	1%	**	1%	1%	*%	**	**	*%	-%	2%	-%
Do not use computers / only one that uses a computer	12	5	12	3	**	10	**	-	12	2	**	**	2	-	10	2
	1%	1%	1%	1%	**	1%	**	-%	2%	1%	**	**	1%	-%	1%	4%
							a									a

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	900	495	838	216	10	727	31	138	722	163	9	36	154	111	723	60
Weighted total	925	493	858	188	15	736	35	152	727	180	11	38	168	118	744	59
Cost	12	3	10	1	**	11	**	2	10	2	**	**	*	-	11	*
	1%	1%	1%	*%	**	2%	**	1%	1%	1%	**	** b	*%	-%	2%	1%
Customers are unwilling to give email addresses	6	3	6	*	**	6	**	-	6	-	**	**	-	3	3	*
	1%	1%	1%	*%	**	1%	**	-%	1%	-%	**	**	-%	2% b	*%	1%
Other media ineffective	5	2	5	-	**	5	**	-	5	-	**	**	-	-	5	*
	1%	*%	1%	-%	**	1%	**	-%	1%	-%	**	**	-%	-%	1%	*%
The unreliability of email address lists	4	2	4	-	**	4	**	-	4	1	**	**	1	-	4	1
	*%	*%	*%	-%	**	1%	**	-%	1%	1%	**	**	1%	-%	*%	1%
Lack of information about products and costs by other providers	2	1	2	1	**	*	**	2	*	-	**	**	-	2	1	-
	*%	*%	*%	*%	**	*%	** a	1% b	*%	-%	**	**	-%	1% b	*%	-%
Planning to do so in the future	2	*	2	*	**	*	**	2	*	-	**	**	-	-	*	2
	*%	*%	*%	*%	**	*%	**	1% b	*%	-%	**	**	-%	-%	*%	3% b
Contracted with postal provider / franking machine	1	1	1	1	**	*	**	-	*	1	**	**	1	1	*	-
	*%	*%	*%	*%	**	*%	**	-%	*%	*%	**	**	*%	*%	*%	-%
Other	31	22	30	10	**	22	**	12	17	9	**	**	7	4	23	3
	3%	5%	4%	5%	**	3%	**	8% b	2%	5%	**	**	4%	4%	3%	6%
Don't know	27	16	24	8	**	19	**	6	20	2	**	**	4	1	21	3
	3%	3%	3%	4%	**	3%	**	4%	3%	1%	**	**	2%	1%	3%	5%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	*a	b
Unweighted total	**900**	93	49	742	-	900
Weighted total	**925**	113	60	742	-	925
Happy with sending things by post	**245**	28	**	207	**	245
	26%	*25%*	**	*28%*	**	*26%*
We have already moved everything that is possible to move	**227**	35	**	165	**	227
	25%	*31%*	**	*22%*	**	*25%*
			c			
No reason	**139**	14	**	123	**	139
	15%	*12%*	**	*17%*	**	*15%*
				b		
Not considered this	**86**	9	**	72	**	86
	9%	*8%*	**	*10%*	**	*9%*
No need - do not have a large volume of mail	**59**	3	**	54	**	59
	6%	*2%*	**	*7%*	**	*6%*
We prefer to send things to customers by post	**51**	8	**	36	**	51
	5%	*7%*	**	*5%*	**	*5%*
No alternative media that would meet my needs	**31**	8	**	14	**	31
	3%	*7%*	**	*2%*	**	*3%*
		c	c			
Hassle of moving	**28**	2	**	21	**	28
	3%	*2%*	**	*3%*	**	*3%*
There is no pressure from customers for us to move	**22**	2	**	18	**	22
	2%	*2%*	**	*2%*	**	*2%*
Reliability / trust	**15**	2	**	11	**	15
	2%	*2%*	**	*2%*	**	*2%*
Time or extra admin required	**12**	5	**	5	**	12
	1%	*4%*	**	*1%*	**	*1%*
		c	c			
Need to send hard copies / keep hard copies of everything we send	**12**	*	**	12	**	12
	1%	*%*	**	*2%*	**	*1%*
Do not use computers / only one that uses a computer	**12**	4	**	7	**	12
	1%	*4%*	**	*1%*	**	*1%*
		c				
Cost	**12**	*	**	7	**	12
	1%	*%*	**	*1%*	**	*1%*
			ac			

Columns Tested: a,b,c - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	*a	b
Unweighted total	**900**	93	49	742	-	900
Weighted total	**925**	113	60	742	-	925
Customers are unwilling to give email addresses	**6**	-	**	4	**	6
	1%	*-%*	**	*1%*	**	*1%*
			c			
Other media ineffective	**5**	-	**	5	**	5
	1%	*-%*	**	*1%*	**	*1%*
The unreliability of email address lists	**4**	-	**	4	**	4
	***%**	*-%*	**	**%*	**	**%*
Lack of information about products and costs by other providers	**2**	-	**	2	**	2
	***%**	*-%*	**	**%*	**	**%*
Planning to do so in the future	**2**	-	**	2	**	2
	***%**	*-%*	**	**%*	**	**%*
Contracted with postal provider / franking machine	**1**	-	**	1	**	1
	***%**	*-%*	**	**%*	**	**%*
Other	**31**	8	**	22	**	31
	3%	*7%*	**	*3%*	**	*3%*
Don't know	**27**	2	**	21	**	27
	3%	*2%*	**	*3%*	**	*3%*

Columns Tested: a,b,c - a,b

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**900**	94	65	70	99	64	42	75	57	103	82	92	57
Weighted total	**925**	95	78	63	92	65	47	51	61	116	82	104	72
Happy with sending things by post	**245**	28	20	23	32	13	**	18	19	28	22	19	18
	26%	*29%*	*26%*	*37%*	*35%*	*20%*	**	*36%*	*31%*	*24%*	*27%*	*19%*	*26%*
		f	f	**efk**	**efk**			**efk**	f	f	f		f
We have already moved everything that is possible to move	**227**	15	19	15	30	14	**	7	11	21	24	23	24
	25%	*16%*	*25%*	*23%*	*32%*	*22%*	**	*14%*	*18%*	*18%*	*30%*	*22%*	*33%*
					agi		**abcdeghijk**				**ag**		**agi**
No reason	**139**	20	14	9	14	14	**	7	10	25	10	8	3
	15%	*21%*	*18%*	*14%*	*15%*	*22%*	**	*13%*	*16%*	*21%*	*12%*	*8%*	*4%*
		kl	l		l	**kl**			l	**kl**			
Not considered this	**86**	6	1	4	1	9	**	1	5	15	11	23	3
	9%	*7%*	*2%*	*7%*	*1%*	*14%*	**	*1%*	*9%*	*13%*	*14%*	*22%*	*4%*
		d		d		**bdgl**	**bdg**		**dg**	**bdg**	**bdg**	**abcdghl**	
No need - do not have a large volume of mail	**59**	7	2	3	5	2	**	6	9	2	8	12	*
	6%	*7%*	*3%*	*4%*	*5%*	*4%*	**	*13%*	*15%*	*2%*	*9%*	*11%*	*1%*
								bil	**bcdeil**		**il**	**il**	
We prefer to send things to customers by post	**51**	13	6	1	2	2	**	4	3	5	1	3	8
	5%	*14%*	*8%*	*2%*	*3%*	*3%*	**	*9%*	*4%*	*5%*	*2%*	*3%*	*11%*
		cdefijk											**cdfj**
No alternative media that would meet my needs	**31**	4	4	2	1	3	**	*	2	4	5	3	*
	3%	*4%*	*5%*	*3%*	*1%*	*4%*	**	*%*	*3%*	*4%*	*7%*	*3%*	*%*
											dg		
Hassle of moving	**28**	2	2	5	-	2	**	2	2	-	3	7	*
	3%	*2%*	*3%*	*7%*	*-%*	*4%*	**	*5%*	*4%*	*-%*	*4%*	*7%*	*%*
				dil				**di**	**di**		**di**	**di**	
There is no pressure from customers for us to move	**22**	-	*	*	4	6	**	3	*	4	-	2	3
	2%	*-%*	*%*	*%*	*4%*	*9%*	**	*5%*	*%*	*4%*	*-%*	*2%*	*4%*
					a	**abcfhj**		**aj**					
Reliability / trust	**15**	3	4	2	-	-	**	*	*	2	-	3	1
	2%	*3%*	*5%*	*3%*	*-%*	*-%*	**	*%*	*%*	*2%*	*-%*	*3%*	*2%*
			dj										
Time or extra admin required	**12**	-	2	2	-	*	**	-	3	1	-	5	-
	1%	*-%*	*3%*	*3%*	*-%*	*%*	**	*-%*	*4%*	*%*	*-%*	*4%*	*-%*
									ad			**ad**	
Need to send hard copies / keep hard copies of everything we send	**12**	1	1	-	-	*	**	2	2	1	3	*	2
	1%	*1%*	*1%*	*-%*	*-%*	*1%*	**	*4%*	*3%*	*%*	*4%*	*%*	*3%*
Do not use computers / only one that uses a computer	**12**	-	2	2	-	-	**	1	1	4	1	-	2
	1%	*-%*	*3%*	*3%*	*-%*	*-%*	**	*1%*	*1%*	*3%*	*1%*	*-%*	*3%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**900**	94	65	70	99	64	42	75	57	103	82	92	57
Weighted total	**925**	95	78	63	92	65	47	51	61	116	82	104	72
Cost	**12**	-	-	*	2	-	**	-	3	-	-	*	5
	1%	*-%*	*-%*	**%*	*2%*	*-%*	**	*-%*	*4%*	*-%*	*-%*	**%*	*7%*
									ai				**abcegijk**
Customers are unwilling to give email addresses	**6**	2	-	-	-	-	**	-	-	-	1	4	-
	1%	*2%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*1%*	*4%*	*-%*
Other media ineffective	**5**	*	-	-	-	-	**	-	*	2	-	3	-
	1%	**%*	*-%*	*-%*	*-%*	*-%*	**	*-%*	**%*	*2%*	*-%*	*2%*	*-%*
The unreliability of email address lists	**4**	2	-	-	1	-	**	-	-	1	-	*	-
	****%***	*2%*	*-%*	*-%*	*1%*	*-%*	**	*-%*	*-%*	*1%*	*-%*	**%*	*-%*
Lack of information about products and costs by other providers	**2**	-	-	-	2	-	**	-	-	*	-	*	-
	****%***	*-%*	*-%*	*-%*	*2%*	*-%*	**	*-%*	*-%*	**%*	*-%*	**%*	*-%*
Planning to do so in the future	**2**	-	-	*	-	-	**	*	-	2	-	-	-
	****%***	*-%*	*-%*	**%*	*-%*	*-%*	**	**%*	*-%*	*2%*	*-%*	*-%*	*-%*
Contracted with postal provider / franking machine	**1**	-	*	*	-	-	**	-	-	1	-	-	-
	****%***	*-%*	**%*	**%*	*-%*	*-%*	**	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Other	**31**	1	2	1	5	2	**	2	*	2	8	1	5
	3%	*1%*	*3%*	*1%*	*6%*	*3%*	**	*5%*	**%*	*2%*	*10%*	*1%*	*7%*
					a						**achik**		**ah**
Don't know	**27**	6	2	*	2	*	**	1	*	8	3	3	1
	3%	*6%*	*2%*	**%*	*2%*	**%*	**	*2%*	**%*	*7%*	*4%*	*3%*	*2%*
										ce			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**900**	229	205	235	231
Weighted total	**925**	237	203	228	257
Happy with sending things by post	**245**	71	49	65	60
	26%	*30%*	*24%*	*29%*	*23%*
We have already moved everything that is possible to move	**227**	49	68	40	70
	25%	*21%*	*33%*	*17%*	*27%*
			ac		c
No reason	**139**	43	33	41	21
	15%	*18%*	*16%*	*18%*	*8%*
		d	d	d	
Not considered this	**86**	12	16	21	37
	9%	*5%*	*8%*	*9%*	*14%*
					ab
No need - do not have a large volume of mail	**59**	12	9	18	20
	6%	*5%*	*4%*	*8%*	*8%*
We prefer to send things to customers by post	**51**	21	4	12	13
	5%	*9%*	*2%*	*5%*	*5%*
		b			
No alternative media that would meet my needs	**31**	10	6	6	9
	3%	*4%*	*3%*	*3%*	*3%*
Hassle of moving	**28**	9	4	5	10
	3%	*4%*	*2%*	*2%*	*4%*
There is no pressure from customers for us to move	**22**	*	10	7	5
	2%	**%*	*5%*	*3%*	*2%*
			a	a	
Reliability / trust	**15**	9	-	2	4
	2%	*4%*	*-%*	*1%*	*2%*
		bc			
Time or extra admin required	**12**	4	1	3	5
	1%	*2%*	**%*	*1%*	*2%*
Need to send hard copies / keep hard copies of everything we send	**12**	1	1	4	5
	1%	*1%*	**%*	*2%*	*2%*
Do not use computers / only one that uses a computer	**12**	4	-	5	3
	1%	*2%*	*-%*	*2%*	*1%*
				b	
Cost	**12**	*	3	3	6
	1%	**%*	*2%*	*1%*	*2%*
					a

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**900**	229	205	235	231
Weighted total	**925**	237	203	228	257
Customers are unwilling to give email addresses	**6**	2	*	-	4
	1%	*1%*	**%*	-%	*2%*
					c
Other media ineffective	**5**	*	-	2	3
	1%	**%*	-%	*1%*	*1%*
The unreliability of email address lists	**4**	2	1	1	*
	%	*1%*	**%*	**%*	**%*
Lack of information about products and costs by other providers	**2**	-	2	*	*
	%	-%	*1%*	**%*	**%*
Planning to do so in the future	**2**	*	-	2	-
	%	**%*	-%	*1%*	-%
Contracted with postal provider / franking machine	**1**	*	-	1	-
	%	**%*	-%	**%*	-%
Other	**31**	4	8	4	15
	3%	*2%*	*4%*	*2%*	*6%*
					ac
Don't know	**27**	8	3	9	8
	3%	*3%*	*1%*	*4%*	*3%*

Columns Tested: a,b,c,d

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	*e	f	a	b	c	d	e
Unweighted total	1100	697	260	88	55	-	403	213	189	82	38	101
Weighted total	1075	1030	29	10	7	-	46	304	238	76	30	39
Quicker	507	486	13	4	3	**	20	159	114	34	**	21
	47%	47%	45%	45%	40%	**	44%	52%	48%	44%	**	54%
Cost saving	400	381	11	5	3	**	19	109	111	30	**	20
	37%	37%	38%	50%	38%	**	41%	36%	47%	40%	**	52%
				ab					a			a
Customer preferences	157	151	4	1	1	**	6	48	36	7	**	4
	15%	15%	16%	10%	9%	**	13%	16%	15%	9%	**	9%
Reduce admin time spent on alternative media	152	145	5	1	1	**	7	38	31	10	**	3
	14%	14%	17%	11%	15%	**	15%	13%	13%	13%	**	8%
											e	
Convenience / ease of use	116	113	2	1	1	**	3	41	21	16	**	2
	11%	11%	8%	5%	9%	**	8%	13%	9%	21%	**	6%
								e		be		
Price of postage	46	43	2	1	*	**	3	8	13	6	**	1
	4%	4%	7%	5%	1%	**	5%	3%	6%	8%	**	3%
Environmental reasons	40	37	2	1	*	**	3	15	5	1	**	1
	4%	4%	8%	8%	3%	**	7%	5%	2%	1%	**	2%
			a				a					
Unreliable postal service	26	26	-	*	*	**	*	9	7	-	**	*
	2%	2%	-%	1%	2%	**	*%	3%	3%	-%	**	*%
		bf			b						ce	
Speed - instantaneous / fast response	23	22	*	*	-	**	1	8	4	4	**	*
	2%	2%	2%	1%	-%	**	1%	3%	2%	5%	**	*%
										e		
Company budget has been diverted to other media	18	18	*	-	*	**	1	6	1	2	**	-
	2%	2%	1%	-%	2%	**	1%	2%	*%	2%	**	-%
Proof of delivery / know it has got there / reliable	18	16	1	1	-	**	2	5	5	2	**	1
	2%	2%	4%	7%	-%	**	4%	2%	2%	3%	**	2%
				ad			a					
Everyone else is doing it / client's like this method	18	17	1	1	*	**	1	2	5	2	**	-
	2%	2%	2%	5%	1%	**	3%	1%	2%	2%	**	-%
				a							ae	
More efficient	15	14	1	-	*	**	1	7	3	1	**	*
	1%	1%	3%	-%	4%	**	2%	2%	1%	1%	**	*%
Forced to by colleagues / system changes in the company	11	11	*	-	*	**	*	2	*	-	**	-
	1%	1%	*%	-%	2%	**	1%	1%	*%	-%	**	-%

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e**	f	a	b	c	d	e
Unweighted total	**1100**	697	260	88	55	-	403	213	189	82	38	101
Weighted total	**1075**	1030	29	10	7	-	46	304	238	76	30	39
Offers more creative choices	**9**	9	1	-	-	**	1	4	1	*	**	*
	1%	*1%*	*2%*	*-%*	*-%*	**	*1%*	*1%*	**%*	**%*	**	**%*
Good for sending invoices /attachments	**5**	5	-	-	-	**	-	3	2	-	**	-
	1%	*1%*	*-%*	*-%*	*-%*	**	*-%*	*1%*	*1%*	*-%*	**	*-%*
Increase in postal prices	**4**	4	*	-	-	**	*	-	-	2	**	*
	****%***	**%*	*1%*	*-%*	*-%*	**	**%*	*-%*	*-%*	*3%* **ab**	**	**%*
Security / data protection	**2**	2	*	-	-	**	*	-	2	-	**	*
	****%***	**%*	**%*	*-%*	*-%*	**	**%*	*-%*	*1%*	*-%*	**	**%*
Royal Mail strike action	**-**	-	-	-	-	**	-	-	-	-	**	-
	-%	*-%*	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	**	*-%*
Other	**41**	39	1	*	*	**	2	11	9	5	**	*
	4%	*4%*	*4%*	*3%*	*5%*	**	*4%*	*4%*	*4%*	*6%*	**	*1%*
Don't know	**8**	8	*	*	*	**	1	3	2	-	**	-
	1%	*1%*	*1%*	*2%*	*3%*	**	*1%*	*1%*	*1%*	*-%*	**	*-%*

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1100**	69	41	125	31	68	145	78	69	69	695	115	135	155
Weighted total	**1075**	96	58	169	44	91	184	102	89	95	929	43	50	53
Quicker	**507**	56	**	86	**	42	86	45	44	34	439	22	21	25
	47%	*58%*	**	*51%*	**	*46%*	*46%*	*44%*	*50%*	*35%*	*47%*	*50%*	*41%*	*47%*
		il		i								i		
Cost saving	**400**	40	**	65	**	31	61	47	38	26	346	15	18	21
	37%	*41%*	**	*38%*	**	*34%*	*33%*	*46%*	*43%*	*27%*	*37%*	*34%*	*35%*	*40%*
								i	i					
Customer preferences	**157**	18	**	23	**	9	21	10	8	21	132	10	10	5
	15%	*19%*	**	*14%*	**	*9%*	*11%*	*10%*	*9%*	*22%*	*14%*	*23%*	*20%*	*10%*
					efghjm					**efghm**		**efghjm**	**fhm**	
Reduce admin time spent on alternative media	**152**	20	**	28	**	20	18	14	10	8	137	3	6	6
	14%	*21%*	**	*16%*	**	*22%*	*10%*	*13%*	*12%*	*8%*	*15%*	*7%*	*12%*	*11%*
		fik	k	k	k	**fikm**					k			
Convenience / ease of use	**116**	14	**	10	**	8	26	19	7	10	99	3	5	9
	11%	*14%*	**	*6%*	**	*9%*	*14%*	*18%*	*7%*	*10%*	*11%*	*7%*	*11%*	*17%*
							c	**bcjk**						**bcjk**
Price of postage	**46**	2	**	9	**	5	10	12	2	*	41	2	1	2
	4%	*2%*	**	*5%*	**	*6%*	*5%*	*11%*	*3%*	*%*	*4%*	*4%*	*3%*	*4%*
								abhijlm						
Environmental reasons	**40**	4	**	8	**	6	5	2	4	3	35	3	1	2
	4%	*4%*	**	*5%*	**	*7%*	*2%*	*2%*	*5%*	*3%*	*4%*	*6%*	*2%*	*4%*
												l		
Unreliable postal service	**26**	-	**	6	**	2	7	2	-	6	24	1	1	*
	2%	*-%*	**	*3%*	**	*2%*	*4%*	*2%*	*-%*	*6%*	*3%*	*1%*	*2%*	*%*
				m	m		m			**ahm**				
Speed - instantaneous / fast response	**23**	4	**	4	**	2	6	2	-	4	22	*	-	1
	2%	*4%*	**	*3%*	**	*2%*	*3%*	*2%*	*-%*	*4%*	*2%*	*%*	*-%*	*1%*
		kl					l			**kl**				
Company budget has been diverted to other media	**18**	*	**	-	**	2	-	4	4	2	16	-	2	1
	2%	*%*	**	*-%*	**	*2%*	*-%*	*4%*	*5%*	*2%*	*2%*	*-%*	*3%*	*1%*
			acfjkm					**cfk**	**cfk**				**cfk**	
Proof of delivery / know it has got there / reliable	**18**	-	**	6	**	*	*	*	*	6	15	1	*	1
	2%	*-%*	**	*3%*	**	*%*	*%*	*%*	*%*	*6%*	*2%*	*3%*	*%*	*2%*
				f	**fl**					**aefgjl**				
Everyone else is doing it / client's like this method	**18**	-	**	*	**	-	8	2	*	4	16	1	1	1
	2%	*-%*	**	*%*	**	*-%*	*4%*	*2%*	*%*	*4%*	*2%*	*1%*	*2%*	*1%*
							c			c				
More efficient	**15**	*	**	2	**	2	4	*	2	2	12	*	2	1
	1%	*%*	**	*1%*	**	*2%*	*2%*	*%*	*2%*	*2%*	*1%*	*%*	*4%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**1100**	69	41	125	31	68	145	78	69	69	695	115	135	155
Weighted total	**1075**	96	58	169	44	91	184	102	89	95	929	43	50	53
Forced to by colleagues / system changes in the company	**11**	2	**	-	**	-	2	*	2	2	10	*	*	-
	1%	*2%*	**	-%	**	-%	*1%*	*%*	*2%*	*2%*	*1%*	*1%*	*%*	-%
					cm									
Offers more creative choices	**9**	2	**	-	**	2	2	*	-	2	9	-	*	-
	1%	*2%*	**	-%	**	*2%*	*1%*	*%*	-%	*2%*	*1%*	-%	*1%*	-%
Good for sending invoices /attachments	**5**	-	**	-	**	-	4	-	-	-	4	1	1	-
	1%	-%	**	-%	**	-%	*2%*	-%	-%	-%	*%*	*1%*	*1%*	-%
							j							
Increase in postal prices	**4**	-	**	-	**	-	2	-	2	-	4	-	-	*
	%	-%	**	-%	**	-%	*1%*	-%	*2%*	-%	*%*	-%	-%	*%*
									j					
Security / data protection	**2**	2	**	*	**	-	-	-	-	-	2	-	-	-
	%	*2%*	**	*%*	**	-%	-%	-%	-%	-%	*%*	-%	-%	-%
		j												
Royal Mail strike action	**-**	-	**	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	**41**	*	**	12	**	2	8	2	8	4	36	3	-	2
	4%	*%*	**	*7%*	**	*2%*	*4%*	*2%*	*9%*	*4%*	*4%*	*8%*	-%	*3%*
				al			l		**abgjlm**	l	l	**al**		l
Don't know	**8**	-	**	2	**	*	*	-	2	3	7	*	*	1
	1%	-%	**	*1%*	**	*%*	*%*	-%	*2%*	*3%*	*1%*	*%*	*%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	***d**	e	f	g	h	i	j	k	l	m
Unweighted total	**1100**	79	35	121	28	61	145	73	68	79	689	118	137	156
Weighted total	**1075**	114	46	168	36	77	187	95	92	109	924	48	51	53
Quicker	**507**	60	**	90	**	38	87	43	44	42	439	22	21	25
	47%	*53%*	**	*54%*	**	*49%*	*46%*	*45%*	*48%*	*38%*	*48%*	*46%*	*41%*	*47%*
				il										
Cost saving	**400**	43	**	58	**	27	76	37	37	32	344	17	18	21
	37%	*38%*	**	*34%*	**	*35%*	*41%*	*39%*	*40%*	*29%*	*37%*	*36%*	*35%*	*40%*
Customer preferences	**157**	27	**	16	**	9	18	12	14	24	132	10	10	5
	15%	*23%*	**	*9%*	**	*12%*	*10%*	*12%*	*15%*	*23%*	*14%*	*21%*	*20%*	*10%*
		cfjm								**cfm**		**cfm**	**cfm**	
Reduce admin time spent on alternative media	**152**	20	**	28	**	16	24	14	8	10	137	3	6	6
	14%	*17%*	**	*17%*	**	*21%*	*13%*	*15%*	*9%*	*9%*	*15%*	*7%*	*12%*	*11%*
		k	k	k		**ik**					k			
Convenience / ease of use	**116**	16	**	16	**	8	18	19	6	10	97	5	5	9
	11%	*14%*	**	*9%*	**	*11%*	*10%*	*20%*	*7%*	*9%*	*11%*	*10%*	*11%*	*17%*
								bcfhj						j
Price of postage	**46**	2	**	7	**	5	14	8	4	*	41	2	1	2
	4%	*2%*	**	*4%*	**	*7%*	*7%*	*8%*	*5%*	**%*	*4%*	*4%*	*3%*	*4%*
						i	i	i						
Environmental reasons	**40**	6	**	8	**	4	3	2	4	3	35	3	1	2
	4%	*5%*	**	*5%*	**	*5%*	*1%*	*2%*	*5%*	*2%*	*4%*	*6%*	*2%*	*4%*
												f		
Unreliable postal service	**26**	-	**	4	**	2	9	-	2	6	24	1	1	*
	2%	*-%*	**	*2%*	**	*2%*	*5%*	*-%*	*2%*	*5%*	*3%*	*1%*	*2%*	**%*
							m			**agm**				
Speed - instantaneous / fast response	**23**	4	**	6	**	2	4	2	-	4	22	*	-	1
	2%	*3%*	**	*4%*	**	*2%*	*2%*	*2%*	*-%*	*4%*	*2%*	**%*	*-%*	*1%*
		l		**kl**						l				
Company budget has been diverted to other media	**18**	*	**	-	**	2	-	4	6	2	16	-	2	1
	2%	**%*	**	*-%*	**	*3%*	*-%*	*4%*	*7%*	*2%*	*2%*	*-%*	*3%*	*1%*
			cfk					**cfk**	**acfjkm**				**cfk**	
Proof of delivery / know it has got there / reliable	**18**	*	**	6	**	*	*	*	*	6	15	1	*	1
	2%	**%*	**	*4%*	**	**%*	**%*	**%*	**%*	*5%*	*2%*	*3%*	*1%*	*2%*
				f						**afjl**				
Everyone else is doing it / client's like this method	**18**	2	**	*	**	-	6	4	*	4	16	1	1	1
	2%	*2%*	**	**%*	**	*-%*	*3%*	*4%*	**%*	*3%*	*2%*	*1%*	*2%*	*1%*
								c		c				
More efficient	**15**	*	**	2	**	2	4	-	2	2	12	*	2	1
	1%	**%*	**	*1%*	**	*2%*	*2%*	*-%*	*2%*	*2%*	*1%*	**%*	*3%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted total	1100	79	35	121	28	61	145	73	68	79	689	118	137	156
Weighted total	1075	114	46	168	36	77	187	95	92	109	924	48	51	53
Forced to by colleagues / system changes in the company	11	2	**	-	**	-	2	*	2	4	10	*	*	-
	1%	*2%*	**	-%	**	-%	*1%*	*%*	*2%*	*4%*	*1%*	*1%*	*%*	-%
										clm				
Offers more creative choices	9	2	**	-	**	2	2	*	-	2	9	-	*	-
	1%	*2%*	**	-%	**	*3%*	*1%*	*%*	-%	*2%*	*1%*	-%	*1%*	-%
						m								
Good for sending invoices /attachments	5	-	**	-	**	-	4	-	-	-	4	1	1	-
	1%	-%	**	-%	**	-%	*2%*	-%	-%	-%	*%*	*1%*	*1%*	-%
							j							
Increase in postal prices	4	-	**	-	**	-	2	-	2	-	4	-	-	*
	%	-%	**	-%	**	-%	*1%*	-%	*2%*	-%	*%*	-%	-%	*%*
Security / data protection	2	2	**	-	**	-	*	-	-	-	2	-	-	-
	%	*2%*	**	-%	**	-%	*%*	-%	-%	-%	*%*	-%	-%	-%
		j												
Royal Mail strike action	-	-	**	-	**	-	-	-	-	-	-	-	-	-
	-%	-%	**	-%	**	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	41	-	**	14	**	-	10	-	6	4	36	3	-	2
	4%	-%	**	*8%*	**	-%	*5%*	-%	*7%*	*4%*	*4%*	*7%*	-%	*3%*
				aegjl			agl		aegl	l	l	aegl		l
Don't know	8	-	**	2	**	*	*	-	2	3	7	*	*	1
	1%	-%	**	*1%*	**	*%*	*%*	-%	*2%*	*2%*	*1%*	*%*	*%*	*2%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1100	23	118	27	105	238	54	46	484	805	295	978	122	1069	31
Weighted total	1075	21	105	22	97	263	44	46	469	851	225	973	102	1042	34
Quicker	507	**	48	**	45	101	28	**	237	411	96	456	51	493	**
	47%	**	46%	**	46%	39%	63%	**	51%	48%	43%	47%	50%	47%	**
							bde	e	e						
Cost saving	400	**	42	**	30	91	14	**	192	309	91	353	47	394	**
	37%	**	40%	**	31%	35%	33%	**	41%	36%	40%	36%	46%	38%	**
													a	b	
Customer preferences	157	**	10	**	10	50	5	**	69	123	35	150	7	150	**
	15%	**	10%	**	11%	19%	11%	**	15%	14%	15%	15%	7%	14%	**
						b						b			
Reduce admin time spent on alternative media	152	**	11	**	14	33	3	**	77	124	28	135	18	147	**
	14%	**	11%	**	15%	12%	8%	**	17%	15%	13%	14%	17%	14%	**
Convenience / ease of use	116	**	11	**	10	32	2	**	49	88	29	102	15	112	**
	11%	**	11%	**	11%	12%	5%	**	10%	10%	13%	10%	14%	11%	**
Price of postage	46	**	4	**	4	8	2	**	22	34	12	44	2	43	**
	4%	**	4%	**	4%	3%	4%	**	5%	4%	5%	5%	2%	4%	**
Environmental reasons	40	**	3	**	5	9	1	**	20	29	12	35	6	39	**
	4%	**	3%	**	5%	3%	3%	**	4%	3%	5%	4%	5%	4%	**
Unreliable postal service	26	**	4	**	1	8	2	**	6	22	4	26	*	25	**
	2%	**	4%	**	1%	3%	5%	**	1%	3%	2%	3%	*%	2%	**
							h	dh							
Speed - instantaneous / fast response	23	**	2	**	4	8	-	**	7	17	5	21	2	23	**
	2%	**	2%	**	4%	3%	-%	**	1%	2%	2%	2%	2%	2%	**
Company budget has been diverted to other media	18	**	*	**	4	5	-	**	9	15	3	16	2	18	**
	2%	**	*%	**	4%	2%	-%	**	2%	2%	1%	2%	2%	2%	**
					b										
Proof of delivery / know it has got there / reliable	18	**	*	**	1	4	1	**	7	14	4	13	5	18	**
	2%	**	*%	**	1%	2%	1%	**	2%	2%	2%	1%	5%	2%	**
								b					a		
Everyone else is doing it / client's like this method	18	**	4	**	*	4	-	**	8	15	3	18	*	18	**
	2%	**	3%	**	*%	2%	-%	**	2%	2%	1%	2%	*%	2%	**
More efficient	15	**	3	**	2	5	-	**	5	14	1	15	-	15	**
	1%	**	2%	**	2%	2%	-%	**	1%	2%	*%	2%	-%	1%	**
Forced to by colleagues / system changes in the company	11	**	-	**	*	2	*	**	6	8	2	10	*	10	**
	1%	**	-%	**	*%	1%	1%	**	1%	1%	1%	1%	*%	1%	**

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	1100	23	118	27	105	238	54	46	484	805	295	978	122	1069	31
Weighted total	1075	21	105	22	97	263	44	46	469	851	225	973	102	1042	34
Offers more creative choices	9	**	2	**	-	2	2	**	2	7	2	9	*	9	**
	1%	**	2%	**	-%	1%	5%	**	*%	1%	1%	1%	*%	1%	**
			h				deh								
Good for sending invoices /attachments	5	**	-	**	-	-	-	**	5	5	1	5	-	5	**
	1%	**	-%	**	-%	-%	-%	**	1%	1%	*%	1%	-%	*%	**
Increase in postal prices	4	**	*	**	2	2	-	**	*	4	-	4	-	4	**
	*%	**	*%	**	2%	1%	-%	**	*%	*%	-%	*%	-%	*%	**
					h										
Security / data protection	2	**	-	**	-	*	-	**	-	2	-	2	-	2	**
	*%	**	-%	**	-%	*%	-%	**	-%	*%	-%	*%	-%	*%	**
Royal Mail strike action	-	**	-	**	-	-	-	**	-	-	-	-	-	-	**
	-%	**	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	**
Other	41	**	-	**	2	8	4	**	26	30	11	35	6	41	**
	4%	**	-%	**	2%	3%	10%	**	6%	3%	5%	4%	6%	4%	**
							bdeg		b						
Don't know	8	**	*	**	3	*	2	**	3	8	-	5	3	8	**
	1%	**	*%	**	3%	*%	5%	**	1%	1%	-%	1%	3%	1%	**
					eh		beh						a		

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	1100	666	187	238	822	237	35	3	3	-	-	-	1059	41	319	503	278
Weighted total	1075	630	196	238	865	186	22	1	2	-	-	-	1051	25	389	476	210
Quicker	507	309	98	96	419	79	**	**	**	**	**	**	498	**	204	215	87
	47%	49%	50%	40%	48%	43%	**	**	**	**	**	**	47%	**	52%	45%	42%
		c	c												bc		
Cost saving	400	243	71	83	307	76	**	**	**	**	**	**	383	**	119	188	93
	37%	39%	36%	35%	36%	41%	**	**	**	**	**	**	36%	**	31%	39%	44%
							abi							abi		a	a
Customer preferences	157	84	31	42	127	29	**	**	**	**	**	**	155	**	60	66	31
	15%	13%	16%	18%	15%	15%	**	**	**	**	**	**	15%	**	15%	14%	15%
Reduce admin time spent on alternative media	152	95	21	32	140	12	**	**	**	**	**	**	152	**	79	61	12
	14%	15%	11%	13%	16%	6%	**	**	**	**	**	**	14%	**	20%	13%	6%
					bcj								bcj		bc	c	
Convenience / ease of use	116	68	24	24	92	24	**	**	**	**	**	**	116	**	43	49	24
	11%	11%	12%	10%	11%	13%	**	**	**	**	**	**	11%	**	11%	10%	12%
Price of postage	46	26	10	10	37	5	**	**	**	**	**	**	42	**	19	18	9
	4%	4%	5%	4%	4%	3%	**	**	**	**	**	**	4%	**	5%	4%	4%
							abi							abi			
Environmental reasons	40	21	7	11	28	12	**	**	**	**	**	**	40	**	13	16	12
	4%	3%	4%	4%	3%	6%	**	**	**	**	**	**	4%	**	3%	3%	6%
						a											
Unreliable postal service	26	11	6	8	15	9	**	**	**	**	**	**	24	**	3	12	10
	2%	2%	3%	3%	2%	5%	**	**	**	**	**	**	2%	**	1%	3%	5%
						ai	ai							ai			a
Speed - instantaneous / fast response	23	13	6	4	23	-	**	**	**	**	**	**	23	**	6	17	*
	2%	2%	3%	2%	3%	-%	**	**	**	**	**	**	2%	**	2%	3%	*%
					b								b		c	c	
Company budget has been diverted to other media	18	11	1	4	18	-	**	**	**	**	**	**	18	**	11	7	-
	2%	2%	*%	2%	2%	-%	**	**	**	**	**	**	2%	**	3%	1%	-%
					b								b		c	c	
Proof of delivery / know it has got there / reliable	18	12	3	3	13	3	**	**	**	**	**	**	16	**	7	6	5
	2%	2%	1%	1%	1%	2%	**	**	**	**	**	**	2%	**	2%	1%	2%
							abi							abi			
Everyone else is doing it / client's like this method	18	12	2	4	15	2	**	**	**	**	**	**	18	**	3	12	2
	2%	2%	1%	2%	2%	1%	**	**	**	**	**	**	2%	**	1%	3%	1%
More efficient	15	9	4	2	10	2	**	**	**	**	**	**	12	**	1	9	5
	1%	1%	2%	1%	1%	1%	**	**	**	**	**	**	1%	**	*%	2%	2%
							abi							abi		a	a
Forced to by colleagues / system changes in the company	11	5	4	2	11	-	**	**	**	**	**	**	11	**	5	6	*
	1%	1%	2%	1%	1%	-%	**	**	**	**	**	**	1%	**	1%	1%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	**1100**	666	187	238	822	237	35	3	3	-	-	-	1059	41	319	503	278
Weighted total	**1075**	630	196	238	865	186	22	1	2	-	-	-	1051	25	389	476	210
Offers more creative choices	**9**	7	*	2	7	2	**	**	**	**	**	**	9	**	7	*	2
	1%	*1%*	**%*	*1%*	*1%*	*1%*	**	**	**	**	**	**	*1%*	**	*2%*	**%*	*1%*
															b		b
Good for sending invoices /attachments	**5**	3	2	-	5	-	**	**	**	**	**	**	5	**	3	2	-
	1%	*1%*	*1%*	*-%*	*1%*	*-%*	**	**	**	**	**	**	*1%*	**	*1%*	**%*	*-%*
Increase in postal prices	**4**	2	*	2	4	*	**	**	**	**	**	**	4	**	2	2	*
	****%***	**%*	**%*	*1%*	**%*	**%*	**	**	**	**	**	**	**%*	**	**%*	**%*	**%*
Security / data protection	**2**	*	-	2	2	-	**	**	**	**	**	**	2	**	-	2	-
	****%***	**%*	*-%*	*1%*	**%*	*-%*	**	**	**	**	**	**	**%*	**	*-%*	**%*	*-%*
				a													
Royal Mail strike action	**-**	-	-	-	-	-	**	**	**	**	**	**	-	**	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	**	*-%*	**	*-%*	*-%*	*-%*
Other	**41**	28	6	6	36	5	**	**	**	**	**	**	41	**	22	14	5
	4%	*4%*	*3%*	*2%*	*4%*	*3%*	**	**	**	**	**	**	*4%*	**	*6%*	*3%*	*2%*
Don't know	**8**	3	*	3	8	*	**	**	**	**	**	**	8	**	3	4	*
	1%	**%*	**%*	*1%*	*1%*	**%*	**	**	**	**	**	**	*1%*	**	*1%*	*1%*	**%*

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	1100	858	578	908	409	368	716	799	57	19	23	7	3	-	386	10	7	4	1	1	-	2
Weighted total	1075	791	498	858	380	284	653	788	44	11	8	4	3	-	366	6	7	*	*	*	-	1
Quicker	507	385	228	412	168	121	288	387	13	**	**	**	**	**	163	**	**	**	**	**	**	**
	47%	49%	46%	48%	44%	42%	44%	49%	29%	**	**	**	**	**	45%	**	**	**	**	**	**	**
		e						b														
Cost saving	400	286	194	311	152	110	247	283	16	**	**	**	**	**	143	**	**	**	**	**	**	**
	37%	36%	39%	36%	40%	39%	38%	36%	36%	**	**	**	**	**	39%	**	**	**	**	**	**	**
Customer preferences	157	126	69	134	48	57	113	120	12	**	**	**	**	**	46	**	**	**	**	**	**	**
	15%	16%	14%	16%	13%	20%	17%	15%	27%	**	**	**	**	**	13%	**	**	**	**	**	**	**
						bd	d		a													
Reduce admin time spent on alternative media	152	115	69	123	41	33	78	116	6	**	**	**	**	**	41	**	**	**	**	**	**	**
	14%	15%	14%	14%	11%	12%	12%	15%	14%	**	**	**	**	**	11%	**	**	**	**	**	**	**
Convenience / ease of use	116	80	57	89	42	36	71	86	2	**	**	**	**	**	42	**	**	**	**	**	**	**
	11%	10%	11%	10%	11%	13%	11%	11%	5%	**	**	**	**	**	11%	**	**	**	**	**	**	**
Price of postage	46	41	29	42	14	16	22	40	2	**	**	**	**	**	14	**	**	**	**	**	**	**
	4%	5%	6%	5%	4%	6%	3%	5%	5%	**	**	**	**	**	4%	**	**	**	**	**	**	**
			f																			
Environmental reasons	40	25	19	27	7	10	29	23	4	**	**	**	**	**	7	**	**	**	**	**	**	**
	4%	3%	4%	3%	2%	4%	4%	3%	10%	**	**	**	**	**	2%	**	**	**	**	**	**	**
							d		a													
Unreliable postal service	26	17	12	21	14	5	13	21	*	**	**	**	**	**	14	**	**	**	**	**	**	**
	2%	2%	2%	2%	4%	2%	2%	3%	*%	**	**	**	**	**	4%	**	**	**	**	**	**	**
Speed - instantaneous / fast response	23	20	12	20	8	6	14	20	-	**	**	**	**	**	8	**	**	**	**	**	**	**
	2%	3%	2%	2%	2%	2%	2%	3%	-%	**	**	**	**	**	2%	**	**	**	**	**	**	**
Company budget has been diverted to other media	18	15	8	17	5	7	7	17	-	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	2%	2%	2%	1%	2%	1%	2%	-%	**	**	**	**	**	1%	**	**	**	**	**	**	**
Proof of delivery / know it has got there / reliable	18	12	8	15	5	5	11	13	2	**	**	**	**	**	5	**	**	**	**	**	**	**
	2%	1%	2%	2%	1%	2%	2%	2%	4%	**	**	**	**	**	1%	**	**	**	**	**	**	**
Everyone else is doing it / client's like this method	18	10	7	10	8	4	15	10	-	**	**	**	**	**	8	**	**	**	**	**	**	**
	2%	1%	1%	1%	2%	2%	2%	1%	-%	**	**	**	**	**	2%	**	**	**	**	**	**	**
More efficient	15	12	9	12	7	8	10	11	1	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	2%	2%	1%	2%	3%	2%	1%	1%	**	**	**	**	**	2%	**	**	**	**	**	**	**
Forced to by colleagues / system changes in the company	11	9	4	9	2	1	5	7	2	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	1%	1%	1%	1%	*%	1%	1%	4%	**	**	**	**	**	1%	**	**	**	**	**	**	**
									a													
Offers more creative choices	9	3	1	3	6	1	5	3	*	**	**	**	**	**	6	**	**	**	**	**	**	**
	1%	*%	*%	*%	2%	*%	1%	*%	*%	**	**	**	**	**	2%	**	**	**	**	**	**	**
					abce																	

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**1100**	858	578	908	409	368	716	799	57	19	23	7	3	-	386	10	7	4	1	1	-	2
Weighted total	**1075**	791	498	858	380	284	653	788	44	11	8	4	3	-	366	6	7	*	*	*	-	1
Good for sending invoices /attachments	**5**	4	2	4	2	3	5	4	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	1%	*1%*	**%*	**%*	*1%*	*1%*	*1%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Increase in postal prices	**4**	4	2	4	2	2	2	4	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	*1%*	*1%*	**%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Security / data protection	**2**	2	*	2	2	*	2	2	-	**	**	**	**	**	2	**	**	**	**	**	**	**
	****%***	**%*	**%*	**%*	*1%*	**%*	**%*	**%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	**	**	**	**	**	-	**	**	**	**	**	**	**
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**	**	**	**	**	*-%*	**	**	**	**	**	**	**
Other	**41**	26	15	32	15	12	22	31	1	**	**	**	**	**	15	**	**	**	**	**	**	**
	4%	*3%*	*3%*	*4%*	*4%*	*4%*	*3%*	*4%*	*2%*	**	**	**	**	**	*4%*	**	**	**	**	**	**	**
Don't know	**8**	8	5	8	3	1	6	8	-	**	**	**	**	**	3	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	**%*	*1%*	*1%*	*-%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	***e**	a	b	c	d	***e**	a	***b**	c	a	b
Unweighted total	**1100**	220	221	263	199	5	134	93	104	75	3	236	22	150	984	116
Weighted total	**1075**	271	222	232	127	6	138	84	87	67	5	252	14	113	957	118
Quicker	**507**	131	112	110	53	**	64	32	40	28	**	100	**	62	451	55
	47%	*48%*	*51%*	*47%*	*42%*	**	*47%*	*38%*	*47%*	*42%*	**	*40%*	**	*55%* a	*47%*	*47%*
Cost saving	**400**	88	77	88	58	**	49	26	36	40	**	112	**	36	342	58
	37%	*33%*	*35%*	*38%*	*45%* **ab**	**	*36%*	*31%*	*41%*	*60%* **abc**	**	*44%* c	**	*32%*	*36%*	*49%* a
Customer preferences	**157**	45	37	40	12	**	24	6	12	6	**	26	**	22	148	10
	15%	*17%* d	*17%* d	*17%* d	*10%*	**	*17%* b	*8%*	*14%*	*9%*	**	*10%*	**	*19%* a	*15%* b	*8%*
Reduce admin time spent on alternative media	**152**	34	41	33	13	**	17	12	11	1	**	27	**	13	145	7
	14%	*13%*	*18%* d	*14%*	*11%*	**	*12%* d	*14%* d	*13%* d	*1%*	**	*11%*	**	*12%*	*15%* b	*6%*
Convenience / ease of use	**116**	29	16	34	9	**	16	14	8	5	**	28	**	13	112	4
	11%	*11%*	*7%*	*15%* **bd**	*7%*	**	*11%*	*17%* d	*9%*	*7%*	**	*11%*	**	*11%*	*12%* b	*4%*
Price of postage	**46**	15	7	14	6	**	5	3	4	*	**	12	**	3	40	6
	4%	*6%*	*3%*	*6%*	*5%*	**	*4%*	*3%*	*5%*	*1%*	**	*5%*	**	*2%*	*4%*	*5%*
Environmental reasons	**40**	6	7	11	3	**	1	1	5	1	**	5	**	1	40	1
	4%	*2%*	*3%*	*5%*	*2%*	**	*1%*	*1%*	*5%* a	*1%*	**	*2%*	**	*1%*	*4%*	*1%*
Unreliable postal service	**26**	5	5	8	4	**	10	-	2	2	**	8	**	6	20	6
	2%	*2%*	*2%*	*3%*	*3%*	**	*7%* b	*-%*	*2%*	*3%*	**	*3%*	**	*5%*	*2%*	*5%* a
Speed - instantaneous / fast response	**23**	4	6	10	*	**	8	*	*	-	**	2	**	6	23	*
	2%	*2%*	*3%* d	*4%* d	**%*	**	*6%* **bcd**	**%*	**%*	*-%*	**	*1%*	**	*5%* a	*2%*	**%*
Company budget has been diverted to other media	**18**	8	2	5	2	**	*	2	2	-	**	4	**	*	16	2
	2%	*3%*	*1%*	*2%*	*2%*	**	**%*	*3%*	*3%*	*-%*	**	*2%*	**	**%*	*2%*	*1%*
Proof of delivery / know it has got there / reliable	**18**	2	5	6	2	**	2	*	1	2	**	3	**	2	18	*
	2%	*1%*	*2%*	*3%*	*2%*	**	*1%*	**%*	*1%*	*3%*	**	*1%*	**	*2%*	*2%*	**%*
Everyone else is doing it / client's like this method	**18**	3	4	2	2	**	*	2	4	2	**	4	**	4	16	2
	2%	*1%*	*2%*	*1%*	*2%*	**	**%*	*2%*	*4%* a	*4%* a	**	*2%*	**	*3%*	*2%*	*2%*

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	*b	c	a	b
Unweighted total	1100	220	221	263	199	5	134	93	104	75	3	236	22	150	984	116
Weighted total	1075	271	222	232	127	6	138	84	87	67	5	252	14	113	957	118
More efficient	15	5	1	5	2	**	3	*	*	4	**	7	**	*	8	7
	1%	2%	*%	2%	2%	**	2%	*%	1%	6%	**	3%	**	*%	1%	6%
										bc		c				a
Forced to by colleagues / system changes in the company	11	5	-	4	*	**	*	-	2	-	**	2	**	*	9	2
	1%	2%	-%	2%	*%	**	*%	-%	2%	-%	**	1%	**	*%	1%	2%
				b												
Offers more creative choices	9	-	3	*	*	**	2	2	2	-	**	6	**	-	9	*
	1%	-%	1%	*%	*%	**	2%	2%	2%	-%	**	2%	**	-%	1%	*%
Good for sending invoices /attachments	5	2	-	-	2	**	-	-	-	2	**	2	**	-	5	-
	1%	1%	-%	-%	2%	**	-%	-%	-%	3%	**	1%	**	-%	1%	-%
					c					a						
Increase in postal prices	4	2	-	2	*	**	-	2	*	*	**	2	**	*	4	-
	*%	1%	-%	1%	*%	**	-%	2%	*%	*%	**	1%	**	*%	*%	-%
Security / data protection	2	-	-	2	-	**	-	-	2	-	**	2	**	-	*	2
	*%	-%	-%	1%	-%	**	-%	-%	2%	-%	**	1%	**	-%	*%	2%
																a
Royal Mail strike action	-	-	-	-	-	**	-	-	-	-	**	-	**	-	-	-
	-%	-%	-%	-%	-%	**	-%	-%	-%	-%	**	-%	**	-%	-%	-%
Other	41	19	5	4	5	**	4	4	*	6	**	7	**	4	39	3
	4%	7%	2%	2%	4%	**	3%	5%	*%	10%	**	3%	**	4%	4%	2%
		bc						c		c						
Don't know	8	2	-	5	*	**	-	2	*	*	**	2	**	-	8	1
	1%	1%	-%	2%	*%	**	-%	3%	*%	*%	**	1%	**	-%	1%	1%
				b												

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	1100	877	31	282	127	867	41	279	130	221	796	129	2
Weighted total	1075	827	31	251	129	819	39	252	128	186	728	88	1
Quicker	507	399	**	111	57	395	**	110	58	91	351	32	**
	47%	48%	**	44%	44%	48%	**	43%	45%	49% c	48% c	36%	**
Cost saving	400	295	**	87	65	292	**	87	65	71	260	34	**
	37%	36%	**	35%	50% a	36%	**	35%	51% a	38%	36%	39%	**
Customer preferences	157	132	**	35	13	130	**	36	12	26	123	15	**
	15%	16%	**	14%	10%	16%	**	14%	10%	14%	17%	17%	**
Reduce admin time spent on alternative media	152	121	**	33	8	120	**	35	5	22	113	12	**
	14%	15%	**	13% b	6%	15%	**	14% b	4%	12%	15%	14%	**
Convenience / ease of use	116	85	**	30	13	85	**	32	10	21	77	13	**
	11%	10%	**	12%	10%	10%	**	13%	8%	11%	11%	15%	**
Price of postage	46	40	**	8	7	40	**	8	7	10	36	4	**
	4%	5%	**	3%	5%	5%	**	3%	5%	6%	5%	5%	**
Environmental reasons	40	27	**	6	1	27	**	6	1	5	23	4	**
	4%	3%	**	2%	1%	3%	**	2%	1%	2%	3%	4%	**
Unreliable postal service	26	21	**	6	8	21	**	6	8	2	13	4	**
	2%	3%	**	2%	6%	3%	**	2%	6%	1%	2%	5% b	**
Speed - instantaneous / fast response	23	20	**	6	2	20	**	6	2	2	20	4	**
	2%	2%	**	2%	2%	2%	**	2%	2%	1%	3%	5% a	**
Company budget has been diverted to other media	18	17	**	3	2	17	**	3	2	1	15	*	**
	2%	2%	**	1%	1%	2%	**	1%	1%	*%	2%	*%	**
Proof of delivery / know it has got there / reliable	18	15	**	5	*	15	**	5	*	3	10	3	**
	2%	2%	**	2%	*%	2%	**	2%	*%	1%	1%	3%	**
Everyone else is doing it / client's like this method	18	10	**	8	-	10	**	8	-	6	10	2	**
	2%	1%	**	3% b	-%	1%	**	3% b	-%	3%	1%	2%	**
More efficient	15	10	**	1	6	10	**	1	6	2	8	6	**
	1%	1%	** a	*%	5% a	1%	**	*%	5% a	1%	1%	7% ab	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**1100**	877	31	282	127	867	41	279	130	221	796	129	2
Weighted total	**1075**	827	31	251	129	819	39	252	128	186	728	88	1
Forced to by colleagues / system changes in the company	**11**	9	**	*	2	9	**	*	2	-	9	-	**
	1%	*1%*	**	**%*	*2%*	*1%*	**	**%*	*2%*	*-%*	*1%*	*-%*	**
Offers more creative choices	**9**	3	**	6	*	3	**	6	*	*	3	*	**
	1%	**%*	**	*2%*	**%*	**%*	**	*2%*	**%*	**%*	**%*	**%*	**
Good for sending invoices /attachments	**5**	4	**	2	-	4	**	2	-	2	4	2	**
	1%	*1%*	**	*1%*	*-%*	*1%*	**	*1%*	*-%*	*1%*	*1%*	*2%*	**
												b	
Increase in postal prices	**4**	4	**	2	-	4	**	2	-	2	4	*	**
	****%***	**%*	**	*1%*	*-%*	**%*	**	*1%*	*-%*	*1%*	*1%*	**%*	**
Security / data protection	**2**	2	**	*	2	2	**	*	2	2	-	-	**
	****%***	**%*	**	**%*	*1%*	**%*	**	**%*	*1%*	*1%*	*-%*	*-%*	**
										b			
Royal Mail strike action	**-**	-	**	-	-	-	**	-	-	-	-	-	**
	-%	*-%*	**	*-%*	*-%*	*-%*	**	*-%*	*-%*	*-%*	*-%*	*-%*	**
Other	**41**	32	**	12	3	32	**	12	3	4	26	4	**
	4%	*4%*	**	*5%*	*2%*	*4%*	**	*5%*	*2%*	*2%*	*4%*	*5%*	**
Don't know	**8**	8	**	2	*	7	**	2	*	2	5	*	**
	1%	*1%*	**	*1%*	**%*	*1%*	**	*1%*	**%*	*1%*	*1%*	**%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1100	184	501	84	-	281	259	89	3	830	556	332	718	595	20
Weighted total	1075	158	422	62	-	272	223	75	*	763	478	297	673	521	9
Quicker	**507**	71	203	21	**	121	99	29	**	373	221	129	350	242	**
	47%	*45%*	*48%* c	*34%*	**	*45%*	*44%*	*39%*	**	*49%*	*46%*	*44%*	*52%* b	*47%*	**
Cost saving	**400**	55	163	25	**	118	81	36	**	272	181	110	237	197	**
	37%	*35%*	*39%*	*41%*	**	*43%*	*36%*	*48%* b	**	*36%*	*38%*	*37%*	*35%*	*38%*	**
Customer preferences	**157**	17	60	9	**	27	32	9	**	124	69	42	101	90	**
	15%	*11%*	*14%*	*15%*	**	*10%*	*14%*	*12%*	**	*16%*	*14%*	*14%*	*15%*	*17%*	**
Reduce admin time spent on alternative media	**152**	16	64	7	**	25	31	8	**	113	69	35	98	78	**
	14%	*10%*	*15%*	*12%*	**	*9%*	*14%*	*11%*	**	*15%*	*14%*	*12%*	*15%*	*15%*	**
Convenience / ease of use	**116**	18	53	8	**	32	28	8	**	77	53	34	72	61	**
	11%	*11%*	*13%*	*13%*	**	*12%*	*13%*	*11%*	**	*10%*	*11%*	*11%*	*11%*	*12%*	**
Price of postage	**46**	5	25	4	**	8	7	4	**	39	29	10	34	26	**
	4%	*3%*	*6%*	*7%*	**	*3%*	*3%*	*6%*	**	*5%*	*6%*	*3%*	*5%*	*5%*	**
Environmental reasons	**40**	7	14	3	**	4	4	1	**	25	19	6	25	11	**
	4%	*4%*	*3%*	*5%*	**	*1%*	*2%*	*1%*	**	*3%*	*4%*	*2%*	*4%*	*2%*	**
Unreliable postal service	**26**	2	8	2	**	10	10	6	**	17	11	12	14	19	**
	2%	*1%*	*2%*	*3%*	**	*4%*	*5%*	*8%*	**	*2%*	*2%*	*4%*	*2%*	*4%*	**
Speed - instantaneous / fast response	**23**	2	12	2	**	6	6	*	**	20	12	6	14	14	**
	2%	*1%*	*3%*	*3%*	**	*2%*	*3%*	*%*	**	*3%*	*3%*	*2%*	*2%*	*3%*	**
Company budget has been diverted to other media	**18**	2	8	-	**	2	5	*	**	15	8	3	15	13	**
	2%	*1%*	*2%*	*-%*	**	*1%*	*2%*	*%*	**	*2%*	*2%*	*1%*	*2%*	*2%*	**
Proof of delivery / know it has got there / reliable	**18**	5	3	-	**	3	3	*	**	12	8	3	13	11	**
	2%	*3%* b	*1%*	*-%*	**	*1%*	*1%*	*%*	**	*2%*	*2%*	*1%*	*2%*	*2%*	**
Everyone else is doing it / client's like this method	**18**	2	5	-	**	6	4	2	**	10	7	8	9	5	**
	2%	*1%*	*1%*	*-%*	**	*2%*	*2%*	*3%*	**	*1%*	*1%*	*3%*	*1%*	*1%*	**
More efficient	**15**	2	5	4	**	4	3	4	**	10	7	4	6	6	**
	1%	*1%*	*1%*	*6%* ab	**	*2%*	*1%*	*5%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Forced to by colleagues / system changes in the company	**11**	*	4	-	**	2	*	-	**	9	4	2	9	8	**
	1%	*%*	*1%*	*-%*	**	*1%*	*%*	*-%*	**	*1%*	*1%*	*1%*	*1%*	*2%*	**
Offers more creative choices	**9**	*	1	*	**	6	2	2	**	3	1	6	1	2	**
	1%	*%*	*%*	*%*	**	*2%*	*1%*	*2%*	**	*%*	*%*	*2%* ab	*%*	*%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	*c
Unweighted total	1100	184	501	84	-	281	259	89	3	830	556	332	718	595	20
Weighted total	1075	158	422	62	-	272	223	75	*	763	478	297	673	521	9
Good for sending invoices /attachments	5	-	2	-	**	2	2	2	**	4	2	2	4	2	**
	1%	-%	*%	-%	**	1%	1%	3%	**	1%	*%	1%	1%	*%	**
Increase in postal prices	4	*	2	*	**	*	2	*	**	4	2	2	4	*	**
	*%	*%	1%	*%	**	*%	1%	*%	**	1%	*%	1%	1%	*%	**
Security / data protection	2	-	*	-	**	2	*	-	**	2	*	2	2	*	**
	*%	-%	*%	-%	**	1%	*%	-%	**	*%	*%	1%	*%	*%	**
Royal Mail strike action	-	-	-	-	**	-	-	-	**	-	-	-	-	-	**
	-%	-%	-%	-%	**	-%	-%	-%	**	-%	-%	-%	-%	-%	**
Other	41	2	15	2	**	8	9	2	**	26	15	12	28	13	**
	4%	1%	4%	3%	**	3%	4%	3%	**	3%	3%	4%	4%	3%	**
Don't know	8	4	3	*	**	3	3	*	**	8	5	3	5	5	**
	1%	3%	1%	*%	**	1%	1%	*%	**	1%	1%	1%	1%	1%	**
		b													

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d	a	b	c	d	e
Unweighted total	1100	230	169	202	42	46	680	583	60	12	20	9	1040	902	1045	887	1079
Weighted total	1075	196	144	196	45	34	630	510	55	9	15	9	1014	834	1017	820	1055
Quicker	507	86	59	84	**	**	319	235	20	**	**	**	491	417	494	388	496
	47%	44%	41%	43%	**	**	51%	46%	37%	**	**	**	48%	50%	49%	47%	47%
Cost saving	400	75	51	84	**	**	214	200	31	**	**	**	379	304	380	311	389
	37%	38%	36%	43%	**	**	34%	39%	57%	**	**	**	37%	36%	37%	38%	37%
						b		a									
Customer preferences	157	35	19	24	**	**	99	91	6	**	**	**	141	110	141	117	157
	15%	18%	13%	12%	**	**	16%	18%	11%	**	**	**	14%	13%	14%	14%	15%
Reduce admin time spent on alternative media	152	24	16	22	**	**	101	80	6	**	**	**	146	115	148	98	148
	14%	12%	11%	11%	**	**	16%	16%	10%	**	**	**	14%	14%	15%	12%	14%
Convenience / ease of use	116	24	22	21	**	**	66	60	7	**	**	**	101	85	101	92	114
	11%	12%	15%	11%	**	**	10%	12%	12%	**	**	**	10%	10%	10%	11%	11%
Price of postage	46	9	3	5	**	**	29	24	6	**	**	**	44	38	44	39	46
	4%	5%	2%	3%	**	**	5%	5%	10%	**	**	**	4%	5%	4%	5%	4%
					b												
Environmental reasons	40	4	3	4	**	**	20	9	2	**	**	**	31	29	31	29	40
	4%	2%	2%	2%	**	**	3%	2%	4%	**	**	**	3%	4%	3%	4%	4%
Unreliable postal service	26	6	4	4	**	**	13	19	2	**	**	**	23	17	23	19	26
	2%	3%	3%	2%	**	**	2%	4%	4%	**	**	**	2%	2%	2%	2%	2%
					c												
Speed - instantaneous / fast response	23	4	4	2	**	**	14	17	-	**	**	**	23	21	23	20	23
	2%	2%	3%	1%	**	**	2%	3%	-%	**	**	**	2%	2%	2%	2%	2%
Company budget has been diverted to other media	18	3	2	1	**	**	15	11	1	**	**	**	18	14	18	14	18
	2%	1%	2%	*%	**	**	2%	2%	1%	**	**	**	2%	2%	2%	2%	2%
Proof of delivery / know it has got there / reliable	18	*	2	2	**	**	7	7	1	**	**	**	18	16	18	18	18
	2%	*%	1%	1%	**	**	1%	1%	1%	**	**	**	2%	2%	2%	2%	2%
Everyone else is doing it / client's like this method	18	6	*	6	**	**	10	2	-	**	**	**	16	16	16	18	18
	2%	3%	*%	3%	**	**	2%	*%	-%	**	**	**	2%	2%	2%	2%	2%
		b		b	b	b	b										
More efficient	15	3	2	4	**	**	2	6	2	**	**	**	15	15	15	14	15
	1%	2%	2%	2%	**	**	*%	1%	4%	**	**	**	1%	2%	1%	2%	1%
					abc												
Forced to by colleagues / system changes in the company	11	2	*	*	**	**	9	8	4	**	**	**	10	4	10	6	11
	1%	1%	*%	*%	**	**	1%	2%	8%	**	**	**	1%	1%	1%	1%	1%

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	***b**	***c**	***d**	a	b	c	d	e
Unweighted total	**1100**	230	169	202	42	46	680	583	60	12	20	9	1040	902	1045	887	1079
Weighted total	**1075**	196	144	196	45	34	630	510	55	9	15	9	1014	834	1017	820	1055
Offers more creative choices	**9**	2	2	6	**	**	3	2	-	**	**	**	9	5	9	5	7
	1%	*1%*	*2%*	*3%*	**	**	**%*	**%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Good for sending invoices /attachments	**5**	2	-	2	**	**	4	2	-	**	**	**	5	4	5	3	5
	1%	*1%*	*-%*	*1%*	**	**	*1%*	**%*	*-%*	**	**	**	**%*	*1%*	**%*	**%*	*1%*
					b	**abc**											
Increase in postal prices	**4**	2	*	*	**	**	4	*	-	**	**	**	4	4	4	4	4
	****%***	*1%*	**%*	**%*	**	**	*1%*	**%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Security / data protection	**2**	*	*	2	**	**	*	*	-	**	**	**	2	2	2	2	2
	****%***	**%*	**%*	*1%*	**	**	**%*	**%*	*-%*	**	**	**	**%*	**%*	**%*	**%*	**%*
Royal Mail strike action	**-**	-	-	-	**	**	-	-	-	**	**	**	-	-	-	-	-
	-%	-%	-%	-%	**	**	-%	-%	-%	**	**	**	-%	-%	-%	-%	-%
Other	**41**	5	7	6	**	**	24	14	2	**	**	**	37	31	37	36	40
	4%	*2%*	*5%*	*3%*	**	**	*4%*	*3%*	*4%*	**	**	**	*4%*	*4%*	*4%*	*4%*	*4%*
Don't know	**8**	*	3	*	**	**	3	5	-	**	**	**	8	8	8	8	8
	1%	**%*	*2%*	**%*	**	**	**%*	*1%*	*-%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1100	656	1040	245	11	880	36	167	887	199	8	55	182	118	701	278
Weighted total	1075	614	1003	218	4	843	46	177	847	190	10	60	162	106	708	260
Quicker	507	293	483	100	**	410	**	93	392	82	**	30	69	45	355	105
	47%	48%	48%	46%	**	49%	**	53%	46%	43%	**	50%	42%	43%	50% c	41%
Cost saving	400	232	374	88	**	292	**	64	311	83	**	32	67	46	221	133
	37%	38%	37%	40%	**	35%	**	36%	37%	44%	**	53%	41%	43% b	31%	51% b
Customer preferences	157	91	145	25	**	128	**	13	140	26	**	9	22	16	116	25
	15%	15%	14%	11%	**	15%	**	8%	16% a	14%	**	14%	13%	15%	16% c	10%
Reduce admin time spent on alternative media	152	91	146	35	**	127	**	29	121	13	**	5	12	13	102	37
	14%	15%	15%	16%	**	15%	**	16%	14%	7%	**	9%	7%	12%	14%	14%
Convenience / ease of use	116	74	101	22	**	97	**	17	96	16	**	1	18	13	83	21
	11%	12%	10%	10%	**	12%	**	10%	11%	8%	**	1%	11% a	12%	12%	8%
Price of postage	46	30	44	9	**	35	**	9	35	5	**	2	5	1	28	17
	4%	5%	4%	4%	**	4%	**	5%	4%	3%	**	3%	3%	1%	4%	7% a
Environmental reasons	40	24	32	13	**	37	**	11	29	6	**	*	6	5	23	13
	4%	4%	3%	6% b	**	4%	**	6%	3%	3%	**	1%	4%	4%	3%	5%
Unreliable postal service	26	14	23	7	**	14	**	13	11	8	**	4	8	4	16	6
	2%	2%	2%	3%	**	2%	** a	7% b	1%	4%	**	7%	5%	4%	2%	2%
Speed - instantaneous / fast response	23	20	23	4	**	23	**	4	18	6	**	*	6	2	15	6
	2%	3%	2%	2%	**	3%	**	2%	2%	3%	**	*%	4%	2%	2%	2%
Company budget has been diverted to other media	18	11	18	5	**	16	**	2	16	-	**	2	*	-	11	7
	2%	2%	2%	2%	**	2%	**	1%	2%	-%	**	3% b	*%	-%	2%	3%
Proof of delivery / know it has got there / reliable	18	15	18	5	**	14	**	5	13	3	**	*	3	3	9	5
	2%	2%	2%	2%	**	2%	**	3%	2%	1%	**	*%	2%	3%	1%	2%
Everyone else is doing it / client's like this method	18	13	18	2	**	16	**	2	14	4	**	-	4	1	12	4
	2%	2%	2%	1%	**	2%	**	1%	2%	2%	**	-%	2%	1%	2%	2%
More efficient	15	8	15	5	**	8	**	5	8	8	**	4	5	2	5	7
	1%	1%	1%	2%	**	1%	** a	3%	1%	4%	**	6%	3%	2%	1%	3% b

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	1100	656	1040	245	11	880	36	167	887	199	8	55	182	118	701	278
Weighted total	1075	614	1003	218	4	843	46	177	847	190	10	60	162	106	708	260
Forced to by colleagues / system changes in the company	11 1%	2 *%	10 1%	* *%	** **	11 1%	** **	- -%	11 1%	2 1%	** **	2 3% b	- -%	* *%	8 1%	2 1%
Offers more creative choices	9 1%	7 1%	7 1%	2 1%	** **	7 1%	** **	* *%	9 1%	* *%	** **	* *%	* *%	2 2%	5 1%	2 1%
Good for sending invoices /attachments	5 1%	3 *%	5 1%	- -%	** **	5 1%	** **	2 1%	3 *%	- -%	** **	- -%	- -%	- -%	3 *%	3 1%
Increase in postal prices	4 *%	4 1%	4 *%	2 1%	** **	2 *%	** **	2 1%	2 *%	- -%	** **	- -%	- -%	- -%	2 *%	2 1%
Security / data protection	2 *%	2 *%	2 *%	2 1%	** **	2 *%	** **	* *%	2 *%	2 1%	** **	- -%	2 1%	- -%	2 *%	* *%
Royal Mail strike action	- -%	- -%	- -%	- -%	** **	- -%	** **	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%	- -%
Other	41 4%	20 3%	33 3%	4 2%	** **	27 3%	** **	8 4%	33 4%	5 3%	** **	- -%	5 3%	* *%	28 4% a	13 5% a
Don't know	8 1%	5 1%	8 1%	2 1%	** **	8 1%	** **	2 1%	5 1%	1 *%	** **	* *%	1 *%	* *%	8 1%	- -%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b - a,b,c

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	*b
Unweighted total	1100	146	68	879	1100	-
Weighted total	1075	156	75	837	1075	-
Quicker	507	60	41	404	507	**
	47%	39%	54%	48%	47%	**
			a	a		
Cost saving	400	75	33	292	400	**
	37%	48%	43%	35%	37%	**
		c				
Customer preferences	157	17	4	134	157	**
	15%	11%	6%	16%	15%	**
				b		
Reduce admin time spent on alternative media	152	5	8	137	152	**
	14%	3%	11%	16%	14%	**
			a	a		
Convenience / ease of use	116	13	11	92	116	**
	11%	8%	15%	11%	11%	**
Price of postage	46	14	5	26	46	**
	4%	9%	7%	3%	4%	**
		c				
Environmental reasons	40	2	8	31	40	**
	4%	1%	10%	4%	4%	**
			ac			
Unreliable postal service	26	7	2	15	26	**
	2%	4%	2%	2%	2%	**
Speed - instantaneous / fast response	23	2	-	21	23	**
	2%	1%	-%	2%	2%	**
Company budget has been diverted to other media	18	2	2	13	18	**
	2%	1%	2%	1%	2%	**
Proof of delivery / know it has got there / reliable	18	4	3	10	18	**
	2%	3%	5%	1%	2%	**
			c			
Everyone else is doing it / client's like this method	18	4	*	14	18	**
	2%	2%	*%	2%	2%	**
More efficient	15	7	1	8	15	**
	1%	4%	1%	1%	1%	**
		c				
Forced to by colleagues / system changes in the company	11	2	-	9	11	**
	1%	1%	-%	1%	1%	**

Columns Tested: a,b,c - a,b

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	*b
Unweighted total	**1100**	146	68	879	1100	-
Weighted total	**1075**	156	75	837	1075	-
Offers more creative choices	**9**	-	*	9	9	**
	1%	*-%*	**%*	*1%*	*1%*	**
Good for sending invoices /attachments	**5**	-	-	5	5	**
	1%	*-%*	*-%*	*1%*	*1%*	**
Increase in postal prices	**4**	2	*	2	4	**
	****%***	*1%*	**%*	**%*	**%*	**
Security / data protection	**2**	-	-	2	2	**
	****%***	*-%*	*-%*	**%*	**%*	**
Royal Mail strike action	**-**	-	-	-	-	**
	-%	*-%*	*-%*	*-%*	*-%*	**
Other	**41**	12	-	29	41	**
	4%	*8%* bc	*-%*	*3%*	*4%*	**
Don't know	**8**	5	-	4	8	**
	1%	*3%* c	*-%*	**%*	*1%*	**

Columns Tested: a,b,c - a,b

Ofcom; Business Postal Tracker Annual tables Q1 – Q4 2017

Table 141 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	1100	99	77	95	121	103	71	72	79	114	99	95	75
Weighted total	1075	84	90	89	115	112	70	68	83	121	92	94	56
Quicker	507	33	43	40	52	53	29	13	47	80	51	50	17
	47%	39%	48%	45%	45%	47%	41%	19%	56%	66%	56%	53%	30%
		g	gl	g	gl	gl	g		agl	abcdefgkl	agl	gl	
Cost saving	400	33	36	27	38	53	22	22	28	46	33	36	26
	37%	39%	40%	30%	33%	47%	32%	32%	33%	38%	36%	38%	46%
						cd							c
Customer preferences	157	15	20	19	16	18	8	3	4	9	16	13	17
	15%	18%	22%	21%	14%	16%	11%	4%	4%	8%	17%	14%	29%
		ghi	ghi	ghi	gh	gh					ghi	gh	defghik
Reduce admin time spent on alternative media	152	10	5	16	7	19	11	17	24	14	14	6	8
	14%	12%	6%	18%	6%	17%	16%	26%	29%	12%	16%	6%	14%
				bdk		bdk	d	abdik	abdeijkl		bdk		
Convenience / ease of use	116	6	16	9	19	4	15	5	11	13	3	11	5
	11%	7%	17%	10%	16%	3%	22%	7%	13%	11%	3%	12%	9%
			aej	j	aej		acegijl		ej	ej		ej	
Price of postage	46	5	1	*	2	2	*	8	14	10	3	1	*
	4%	6%	1%	*%	2%	2%	*%	12%	16%	9%	3%	1%	*%
		cl						bcdefjkl	abcdefjkl	bcdefkl			
Environmental reasons	40	2	4	2	6	3	2	-	2	5	6	3	5
	4%	3%	5%	2%	5%	2%	3%	-%	2%	4%	6%	3%	8%
					g						g		g
Unreliable postal service	26	4	4	-	4	-	2	1	6	1	*	4	-
	2%	5%	5%	-%	3%	-%	3%	1%	7%	*%	*%	5%	-%
		ceijl	ceij						cegijl			ceij	
Speed - instantaneous / fast response	23	2	4	-	2	2	2	-	2	2	4	2	*
	2%	3%	4%	-%	2%	2%	3%	-%	2%	2%	4%	2%	*%
			c								c		
Company budget has been diverted to other media	18	2	-	2	2	1	5	2	-	4	-	*	*
	2%	2%	-%	2%	2%	1%	7%	3%	-%	3%	-%	1%	1%
							behjk						
Proof of delivery / know it has got there / reliable	18	*	1	2	2	2	2	-	2	*	1	*	5
	2%	*%	1%	3%	2%	2%	2%	-%	2%	*%	1%	1%	8%
													abdgijk
Everyone else is doing it / client's like this method	18	1	-	-	2	4	2	-	4	2	2	1	*
	2%	1%	-%	-%	2%	4%	3%	-%	4%	2%	2%	1%	1%
									c				
More efficient	15	*	3	1	4	4	-	*	*	*	-	3	-
	1%	*%	3%	1%	3%	3%	-%	*%	*%	*%	-%	3%	-%
Forced to by colleagues / system changes in the company	11	*	-	-	*	-	-	2	-	6	2	-	*
	1%	*%	-%	-%	*%	-%	-%	3%	-%	5%	3%	-%	1%
										acdek			

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**1100**	99	77	95	121	103	71	72	79	114	99	95	75
Weighted total	**1075**	84	90	89	115	112	70	68	83	121	92	94	56
Offers more creative choices	**9**	2	-	-	-	*	*	-	2	2	*	2	*
	1%	*2%*	*-%*	*-%*	*-%*	**%*	**%*	*-%*	*2%*	*2%*	**%*	*2%*	*1%*
Good for sending invoices /attachments	**5**	-	3	-	-	-	-	-	1	-	2	-	-
	1%	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*1%*	*-%*	*2%*	*-%*	*-%*
Increase in postal prices	**4**	-	-	*	*	2	-	2	-	-	-	-	-
	****%***	*-%*	*-%*	**%*	**%*	*2%*	*-%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*
Security / data protection	**2**	2	-	-	-	-	-	-	-	*	-	-	-
	****%***	*2%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	**%*	*-%*	*-%*	*-%*
Royal Mail strike action	**-**	-	-	-	-	-	-	-	-	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*
Other	**41**	4	1	2	4	1	1	18	2	4	-	*	4
	4%	*5%*	*1%*	*2%*	*3%*	*1%*	*1%*	*27%*	*2%*	*4%*	*-%*	**%*	*7%*
		jk						**abcdefhijk l**					**ejk**
Don't know	**8**	2	1	*	*	-	-	-	-	3	2	*	-
	1%	*3%*	*1%*	**%*	**%*	*-%*	*-%*	*-%*	*-%*	*2%*	*3%*	**%*	*-%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1100**	271	295	265	269
Weighted total	**1075**	263	297	272	243
Quicker	**507**	115	133	140	118
	47%	*44%*	*45%*	*51%*	*49%*
Cost saving	**400**	96	113	95	95
	37%	*36%*	*38%*	*35%*	*39%*
Customer preferences	**157**	54	42	16	45
	15%	*20%*	*14%*	*6%*	*19%*
		c	c		c
Reduce admin time spent on alternative media	**152**	32	36	56	28
	14%	*12%*	*12%*	*21%*	*12%*
				abd	
Convenience / ease of use	**116**	31	38	29	19
	11%	*12%*	*13%*	*11%*	*8%*
Price of postage	**46**	6	5	32	4
	4%	*2%*	*2%*	*12%*	*2%*
				abd	
Environmental reasons	**40**	9	11	7	13
	4%	*3%*	*4%*	*3%*	*5%*
Unreliable postal service	**26**	9	5	7	5
	2%	*3%*	*2%*	*3%*	*2%*
Speed - instantaneous / fast response	**23**	6	6	4	6
	2%	*2%*	*2%*	*1%*	*3%*
Company budget has been diverted to other media	**18**	4	7	6	1
	2%	*2%*	*2%*	*2%*	**%*
			d		
Proof of delivery / know it has got there / reliable	**18**	3	6	2	6
	2%	*1%*	*2%*	*1%*	*2%*
Everyone else is doing it / client's like this method	**18**	1	8	6	3
	2%	**%*	*3%*	*2%*	*1%*
			a	a	
More efficient	**15**	4	8	*	3
	1%	*1%*	*3%*	**%*	*1%*
			c		
Forced to by colleagues / system changes in the company	**11**	*	*	8	3
	1%	**%*	**%*	*3%*	*1%*
				ab	
Offers more creative choices	**9**	2	*	4	3
	1%	*1%*	**%*	*1%*	*1%*

Columns Tested: a,b,c,d

Produced by OLR
Issue date: 27/02/18

QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**1100**	271	295	265	269
Weighted total	**1075**	263	297	272	243
Good for sending invoices /attachments	**5**	3	-	1	2
	1%	*1%*	*-%*	**%*	*1%*
Increase in postal prices	**4**	*	2	2	-
	****%***	**%*	*1%*	*1%*	*-%*
Security / data protection	**2**	2	-	*	-
	****%***	*1%*	*-%*	**%*	*-%*
Royal Mail strike action	**-**	-	-	-	-
	-%	*-%*	*-%*	*-%*	*-%*
Other	**41**	7	5	25	4
	4%	*3%*	*2%*	*9%*	*2%*
				abd	
Don't know	**8**	3	*	3	2
	1%	*1%*	**%*	*1%*	*1%*

Columns Tested: a,b,c,d

Weighting Var
Base: All

	TOTAL	Business Size						Turnover				
		0-9	10-49	50-99	100-249	250+	10+	£0-£99,999	£100,00-£499,999	£500,000 - £999 ,999	£1,000,000 - 1,499 ,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	**e	f	a	b	c	d	e
Unweighted total	**2000**	1304	457	143	96	-	696	434	345	127	58	154
Weighted total	**2000**	1920	52	16	12	-	80	632	448	118	43	60
North 0-9 Employees	**380**	380	-	-	-	**	-	126	79	15	12	7
	19%	*20%*	*-%*	*-%*	*-%*	**	*-%*	*20%*	*18%*	*13%*	*27%*	*13%*
		bcdf						e			**ce**	
North 10+ Employees	**20**	-	12	3	4	**	20	*	1	1	2	4
	1%	*-%*	*24%*	*21%*	*35%*	**	*25%*	*%*	*%*	*1%*	*4%*	*6%*
			a	a	**abcf**		a			a	**ab**	**abc**
Mids 0-9 Employees	**460**	460	-	-	-	**	-	171	98	31	5	10
	23%	*24%*	*-%*	*-%*	*-%*	**	*-%*	*27%*	*22%*	*26%*	*11%*	*16%*
		bcdf						**de**		**de**		
Mids 10+ Employees	**20**	-	13	5	2	**	20	-	1	1	2	5
	1%	*-%*	*24%*	*29%*	*21%*	**	*25%*	*-%*	*%*	*1%*	*4%*	*8%*
			a	a	a		a				**ab**	**abc**
South 0-9 Employees	**820**	820	-	-	-	**	-	250	205	54	20	23
	41%	*43%*	*-%*	*-%*	*-%*	**	*-%*	*40%*	*46%*	*46%*	*46%*	*39%*
		bcdf										
South 10+ Employees	**20**	-	13	4	3	**	20	*	1	1	1	4
	1%	*-%*	*26%*	*24%*	*23%*	**	*25%*	*%*	*%*	*1%*	*1%*	*7%*
			a	a	a		a				a	**abc**
Wal/Sco/NI 0-9 Employees	**260**	260	-	-	-	**	-	84	61	13	2	4
	13%	*14%*	*-%*	*-%*	*-%*	**	*-%*	*13%*	*14%*	*11%*	*5%*	*7%*
		bcdf										
Wal/Sco/NI 10+ Employees	**20**	-	13	4	2	**	20	*	1	2	1	3
	1%	*-%*	*26%*	*26%*	*20%*	**	*25%*	*%*	*%*	*2%*	*2%*	*5%*
			a	a	a		a			a	a	**ab**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e

Weighting Var
Base: All

	TOTAL	GOR (QC3)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	2000	120	92	251	56	129	241	149	117	114	1269	233	240	258
Weighted total	2000	172	151	334	77	172	310	196	157	151	1720	92	94	95
North 0-9 Employees	380	-	-	-	74	163	-	-	-	143	380	-	-	-
	19%	*-%*	*-%*	*-%*	*96%*	*95%*	*-%*	*-%*	*-%*	*95%*	*22%*	*-%*	*-%*	*-%*
					abcfghjklmabcfghjklm					**abcfghjklabcfghk**	**lm**			
North 10+ Employees	20	-	-	-	3	9	-	-	-	8	20	-	-	-
	1%	*-%*	*-%*	*-%*	*4%*	*5%*	*-%*	*-%*	*-%*	*5%*	*1%*	*-%*	*-%*	*-%*
					abcfghjklmabcfghjklm					**abcfghjkl**				
Mids 0-9 Employees	460	164	147	-	-	-	-	-	148	-	460	-	-	-
	23%	*96%*	*97%*	*-%*	*-%*	*-%*	*-%*	*-%*	*95%*	*-%*	*27%*	*-%*	*-%*	*-%*
		cdefgijcdefgijk klm	**lm**						**cdefgijk lm**		**cdefgik lm**			
Mids 10+ Employees	20	7	4	-	-	-	-	-	8	-	20	-	-	-
	1%	*4%*	*3%*	*-%*	*-%*	*-%*	*-%*	*-%*	*5%*	*-%*	*1%*	*-%*	*-%*	*-%*
		cefgijk lm	**cfgklm**						**cefgijkl**					
South 0-9 Employees	820	-	-	326	-	-	303	191	-	-	820	-	-	-
	41%	*-%*	*-%*	*98%*	*-%*	*-%*	*98%*	*98%*	*-%*	*-%*	*48%*	*-%*	*-%*	*-%*
				abdehij klm			**abdehijklmabdehijklm**				**abdehik lm**			
South 10+ Employees	20	-	-	8	-	-	8	5	-	-	20	-	-	-
	1%	*-%*	*-%*	*2%*	*-%*	*-%*	*2%*	*2%*	*-%*	*-%*	*1%*	*-%*	*-%*	*-%*
				klm			**klm**	**klm**						
Wal/Sco/NI 0-9 Employees	260	-	-	-	-	-	-	-	-	-	-	86	87	87
	13%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*93%*	*93%*	*92%*
												abcdefghabcdefghij ij		**abcdefgh ij**
Wal/Sco/NI 10+ Employees	20	-	-	-	-	-	-	-	-	-	-	6	6	8
	1%	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*-%*	*7%*	*7%*	*8%*
												abcefghiabcdefghij j		**abcdefgh ij**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Weighting Var
Base: All

	TOTAL	GOR (sample)												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and The Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	**2000**	140	77	237	50	120	253	129	119	131	1256	240	246	258
Weighted total	**2000**	205	124	313	66	150	342	170	161	175	1707	99	100	94
North 0-9 Employees	**380**	-	-	-	**	141	2	-	2	163	372	6	2	-
	19%	-%	-%	-%	**	*94%*	*1%*	-%	*1%*	*93%*	*22%*	*6%*	*2%*	-%
					abcfghjklmabcfghjklm					**abcfghjklabcfghk**		**abcfghlm**	**cm**	
										m	**lm**			
North 10+ Employees	**20**	-	*	-	**	8	-	*	*	8	19	*	*	-
	1%	-%	*%	-%	**	*5%*	-%	*%	*%	*5%*	*1%*	*%	*%	-%
					acfgklmabcfghjklm					**acfghjklm**				
Mids 0-9 Employees	**460**	168	119	8	**	-	13	2	145	3	458	-	2	-
	23%	*82%*	*95%*	*3%*	**	-%	*4%*	*1%*	*90%*	*2%*	*27%*	-%	*2%*	-%
		cdefgijacdefgij		**km**			**ekm**		**cdefgijk**	**kmcdefgik**			**km**	
		klm	**klm**						**lm**		**lm**			
Mids 10+ Employees	**20**	6	3	*	**	1	1	-	7	1	20	-	*	-
	1%	*3%*	*3%*	*%	**	*%	*%	-%	*4%*	*%	*1%*	-%	*%	-%
		cfgklm	**cklm**						**cefgijkl**					
									m					
South 0-9 Employees	**820**	30	2	298	**	-	319	163	6	-	818	-	2	-
	41%	*14%*	*2%*	*95%*	**	-%	*93%*	*96%*	*4%*	-%	*48%*	-%	*2%*	-%
		bdehikl	**kmabdehij**				**abdehijklmabdehijklm**		**eikm**		**abdehik**		**km**	
		m		**klm**							**lm**			
South 10+ Employees	**20**	1	-	7	**	*	7	4	*	*	20	*	*	*
	1%	*%	-%	*2%*	**	*%	*2%*	*2%*	*%	*%	*1%*	*%	*%	*%
				klm			**lm**	**klm**						
Wal/Sco/NI 0-9 Employees	**260**	-	-	-	**	1	-	-	-	-	1	86	87	86
	13%	-%	-%	-%	**	*%	-%	-%	-%	-%	*%	*87%*	*87%*	*92%*
												abcdefghabcdefghij		**abcdefgh**
												ij		**ij**
Wal/Sco/NI 10+ Employees	**20**	-	-	-	**	-	-	-	-	-	-	6	6	8
	1%	-%	-%	-%	**	-%	-%	-%	-%	-%	-%	*6%*	*6%*	*8%*
												abcefghi	**abcefghijabcdefgh**	
												j		**ij**

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

Weighting Var
Base: All

	TOTAL	Industry								Urbanity		Location		Internet connection	
		Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		a	b	c	d	e	f	g	h	a	b	a	b	a	b
Unweighted total	2000	43	206	38	169	484	90	86	868	1494	506	1771	229	1909	91
Weighted total	2000	37	214	34	160	578	78	83	798	1616	384	1818	182	1888	112
North 0-9 Employees	380	**	41	**	24	146	23	21	110	324	56	354	26	356	24
	19%	**	*19%*	**	*15%*	*25%*	*29%*	*26%*	*14%*	*20%*	*15%*	*19%*	*14%*	*19%*	*22%*
						dh	bdh	dh		b		b			
North 10+ Employees	20	**	2	**	2	3	1	1	10	17	3	15	5	19	1
	1%	**	*1%*	**	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*
													a		
Mids 0-9 Employees	460	**	75	**	35	137	7	17	168	358	102	418	42	434	26
	23%	**	*35%*	**	*22%*	*24%*	*9%*	*20%*	*21%*	*22%*	*27%*	*23%*	*23%*	*23%*	*23%*
			adefgh	f	f	f		f	f		a				
Mids 10+ Employees	20	**	3	**	3	3	1	1	9	16	4	17	3	20	-
	1%	**	*1%*	**	*2%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*-%*
South 0-9 Employees	820	**	71	**	74	213	34	27	369	718	102	743	77	781	39
	41%	**	*33%*	**	*46%*	*37%*	*44%*	*33%*	*46%*	*44%*	*26%*	*41%*	*42%*	*41%*	*35%*
					beg				bceg	b					
South 10+ Employees	20	**	2	**	1	3	1	1	11	17	3	16	4	20	*
	1%	**	*1%*	**	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	**%*
Wal/Sco/NI 0-9 Employees	260	**	17	**	18	70	10	14	112	155	105	238	22	238	22
	13%	**	*8%*	**	*11%*	*12%*	*13%*	*17%*	*14%*	*10%*	*27%*	*13%*	*12%*	*13%*	*20%*
		bdefh						b	b		a				a
Wal/Sco/NI 10+ Employees	20	**	2	**	2	4	1	1	9	12	8	17	3	20	*
	1%	**	*1%*	**	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*2%*	*1%*	**%*
											a				

Columns Tested: a,b,c,d,e,f,g,h - a,b - a,b - a,b

Weighting Var
Base: All

	TOTAL	Role of mail services			Monthly postal spend										Monthly Postal Spend (size)		
		Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		a	b	c	a	b	c	*d	*e	*f	*g	*h	i	j	a	b	c
Unweighted total	2000	1178	321	474	1487	430	71	8	4	-	-	-	1917	83	619	868	513
Weighted total	2000	1177	326	463	1599	346	48	5	2	-	-	-	1945	55	755	844	401
North 0-9 Employees	380	239	58	73	306	62	10	**	**	**	**	**	368	12	173	133	74
	19%	20%	18%	16%	19%	18%	20%	**	**	**	**	**	19%	21%	23%	16%	19%
		c													b		
North 10+ Employees	20	10	3	7	11	7	2	**	**	**	**	**	18	2	4	8	9
	1%	1%	1%	1%	1%	2%	4%	**	**	**	**	**	1%	3%	*%	1%	2%
						a	ai							ai			a
Mids 0-9 Employees	460	244	88	116	350	102	8	**	**	**	**	**	452	8	150	200	110
	23%	21%	27%	25%	22%	30%	16%	**	**	**	**	**	23%	14%	20%	24%	27%
			a			acij							j				a
Mids 10+ Employees	20	11	4	6	9	7	3	**	**	**	**	**	17	3	3	6	11
	1%	1%	1%	1%	1%	2%	5%	**	**	**	**	**	1%	6%	*%	1%	3%
						ai	ai							ai			ab
South 0-9 Employees	820	493	127	192	679	117	20	**	**	**	**	**	797	23	314	365	141
	41%	42%	39%	41%	42%	34%	41%	**	**	**	**	**	41%	42%	42%	43%	35%
					b								b		c	c	
South 10+ Employees	20	12	3	4	12	6	1	**	**	**	**	**	18	2	3	9	8
	1%	1%	1%	1%	1%	2%	3%	**	**	**	**	**	1%	3%	*%	1%	2%
														a			a
Wal/Sco/NI 0-9 Employees	260	156	38	61	217	38	4	**	**	**	**	**	255	5	105	112	43
	13%	13%	12%	13%	14%	11%	9%	**	**	**	**	**	13%	9%	14%	13%	11%
Wal/Sco/NI 10+ Employees	20	12	3	5	13	6	*	**	**	**	**	**	19	1	3	10	7
	1%	1%	1%	1%	1%	2%	1%	**	**	**	**	**	1%	1%	*%	1%	2%
																	a

Columns Tested: a,b,c - a,b,c,d,e,f,g,h,i,j - a,b,c

Weighting Var
Base: All

	TOTAL	Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent							
		Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g	a	*b	*c	*d	*e	*f	*g	*h
Unweighted total	**2000**	1488	994	1580	743	618	1272	1377	98	45	44	10	6	-	706	16	13	6	1	1	-	2
Weighted total	**2000**	1381	862	1501	735	496	1180	1372	71	27	22	4	4	-	707	13	12	3	*	*	-	1
North 0-9 Employees	**380**	240	129	273	135	79	218	254	10	**	**	**	**	**	129	**	**	**	**	**	**	**
	19%	*17%*	*15%*	*18%*	*18%*	*16%*	*18%*	*19%*	*14%*	**	**	**	**	**	*18%*	**	**	**	**	**	**	**
				b			b	c			c											
North 10+ Employees	**20**	18	12	18	8	9	15	13	2	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
											a											
Mids 0-9 Employees	**460**	322	199	349	192	111	264	322	18	**	**	**	**	**	185	**	**	**	**	**	**	**
	23%	*23%*	*23%*	*23%*	*26%*	*22%*	*22%*	*23%*	*26%*	**	**	**	**	**	*26%*	**	**	**	**	**	**	**
								c	c													
Mids 10+ Employees	**20**	17	13	18	10	10	14	13	2	**	**	**	**	**	10	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
										a	a											
South 0-9 Employees	**820**	567	373	616	292	198	477	568	27	**	**	**	**	**	283	**	**	**	**	**	**	**
	41%	*41%*	*43%*	*41%*	*40%*	*40%*	*40%*	*41%*	*38%*	**	**	**	**	**	*40%*	**	**	**	**	**	**	**
								d	d	d												
South 10+ Employees	**20**	17	14	18	8	8	14	15	1	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**
Wal/Sco/NI 0-9 Employees	**260**	182	110	192	82	73	164	173	8	**	**	**	**	**	78	**	**	**	**	**	**	**
	13%	*13%*	*13%*	*13%*	*11%*	*15%*	*14%*	*13%*	*12%*	**	**	**	**	**	*11%*	**	**	**	**	**	**	**
Wal/Sco/NI 10+ Employees	**20**	17	12	17	7	8	14	14	2	**	**	**	**	**	7	**	**	**	**	**	**	**
	1%	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	**	**	**	**	**	*1%*	**	**	**	**	**	**	**

Columns Tested: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e,f,g,h

Weighting Var
Base: All

	TOTAL	Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items	
		Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	d	*e	a	b	c	a	b
Unweighted total	2000	399	378	441	350	12	235	166	187	147	8	436	42	258	1783	216
Weighted total	2000	476	388	421	201	14	256	160	174	137	8	489	36	201	1772	226
North 0-9 Employees	380	108	77	61	27	**	46	29	30	28	**	99	**	28	324	56
	19%	23%	20%	14%	13%	**	18%	18%	17%	21%	**	20%	**	14%	18%	25%
		cd	cd									c				a
North 10+ Employees	20	2	3	5	7	**	2	2	2	2	**	4	**	3	19	1
	1%	*%	1%	1%	4%	**	1%	1%	1%	2%	**	1%	**	2%	1%	*%
					abc											
Mids 0-9 Employees	460	110	80	119	38	**	59	42	57	31	**	143	**	34	399	59
	23%	23%	21%	28%	19%	**	23%	26%	33%	23%	**	29%	**	17%	23%	26%
				bd					ad			c	c			
Mids 10+ Employees	20	3	2	5	8	**	2	2	4	3	**	6	**	4	17	3
	1%	1%	1%	1%	4%	**	1%	1%	2%	2%	**	1%	**	2%	1%	1%
					abc											
South 0-9 Employees	820	190	168	165	83	**	113	60	57	58	**	179	**	95	738	82
	41%	40%	43%	39%	41%	**	44%	38%	33%	43%	**	37%	**	47%	42%	36%
							c							a		
South 10+ Employees	20	3	4	4	7	**	2	2	2	2	**	3	**	4	17	3
	1%	1%	1%	1%	3%	**	1%	1%	1%	2%	**	1%	**	2%	1%	1%
					abc											
Wal/Sco/NI 0-9 Employees	260	59	50	57	25	**	30	20	22	11	**	51	**	29	239	21
	13%	12%	13%	13%	13%	**	12%	13%	12%	8%	**	10%	**	14%	13%	9%
Wal/Sco/NI 10+ Employees	20	3	4	5	6	**	2	2	2	1	**	3	**	4	18	2
	1%	1%	1%	1%	3%	**	1%	1%	1%	1%	**	1%	**	2%	1%	1%
					a											

Columns Tested: a,b,c,d,e - a,b,c,d,e - a,b,c - a,b

Weighting Var
Base: All

	TOTAL	Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			
		Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	a	b	c	*d
Unweighted total	**2000**	1525	55	514	229	1506	74	505	238	385	1397	211	2
Weighted total	**2000**	1450	50	492	243	1432	69	486	249	323	1288	145	1
North 0-9 Employees	**380**	261	11	74	61	256	17	70	65	38	225	17	**
	19%	*18%*	*22%*	*15%*	*25%*	*18%*	*25%*	*14%*	*26%*	*12%*	*17%*	*12%*	**
					a				a		**ac**		
North 10+ Employees	**20**	18	*	6	2	18	1	6	2	4	17	3	**
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	**
Mids 0-9 Employees	**460**	337	12	124	69	333	16	125	67	74	299	18	**
	23%	*23%*	*25%*	*25%*	*28%*	*23%*	*24%*	*26%*	*27%*	*23%*	*23%*	*13%*	**
										c	c		
Mids 10+ Employees	**20**	17	*	7	3	17	*	6	4	6	17	2	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	**
South 0-9 Employees	**820**	597	19	208	84	591	25	205	87	143	526	73	**
	41%	*41%*	*38%*	*42%*	*34%*	*41%*	*36%*	*42%*	*35%*	*44%*	*41%*	*51%*	**
				b								b	
South 10+ Employees	**20**	17	1	5	3	16	1	5	3	5	16	3	**
	1%	*1%*	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*2%*	**
Wal/Sco/NI 0-9 Employees	**260**	187	5	63	19	185	7	64	19	47	173	25	**
	13%	*13%*	*10%*	*13%*	*8%*	*13%*	*10%*	*13%*	*7%*	*15%*	*13%*	*17%*	**
				b				b					
Wal/Sco/NI 10+ Employees	**20**	17	1	5	2	17	1	5	2	5	16	4	**
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*3%*	**

Columns Tested: a,b - a,b - a,b - a,b - a,b,c,d

Weighting Var
Base: All

	TOTAL	Types of services used: large letters				Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	*d	a	b	c	a	b	c
Unweighted total	**2000**	322	870	142	-	503	494	178	4	1441	957	607	1249	1041	38
Weighted total	**2000**	283	736	110	-	529	459	175	*	1336	835	587	1180	914	18
North 0-9 Employees	**380**	36	111	19	**	95	82	34	**	227	127	87	205	167	**
	19%	*13%*	*15%*	*17%*	**	*18%*	*18%*	*19%*	**	*17%*	*15%*	*15%*	*17%*	*18%*	**
North 10+ Employees	**20**	4	11	2	**	5	5	2	**	18	12	7	16	13	**
	1%	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**
Mids 0-9 Employees	**460**	60	168	23	**	139	119	48	**	312	191	158	264	211	**
	23%	*21%*	*23%*	*21%*	**	*26%*	*26%*	*27%*	**	*23%*	*23%*	*27%*	*22%*	*23%*	**
													c	c	
Mids 10+ Employees	**20**	5	12	2	**	7	7	2	**	17	13	8	14	14	**
	1%	*2%*	*2%*	*2%*	**	*1%*	*2%*	*1%*	**	*1%*	*2%*	*1%*	*1%*	*2%*	**
															a
South 0-9 Employees	**820**	133	312	47	**	219	178	67	**	552	362	244	507	350	**
	41%	*47%*	*42%*	*42%*	**	*41%*	*39%*	*38%*	**	*41%*	*43%*	*42%*	*43%*	*38%*	**
													b		
South 10+ Employees	**20**	4	12	2	**	5	6	2	**	16	13	6	14	11	**
	1%	*2%*	*2%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*2%*	*1%*	*1%*	*1%*	**
Wal/Sco/NI 0-9 Employees	**260**	37	99	14	**	54	56	18	**	179	106	70	145	135	**
	13%	*13%*	*13%*	*12%*	**	*10%*	*12%*	*10%*	**	*13%*	*13%*	*12%*	*12%*	*15%*	**
Wal/Sco/NI 10+ Employees	**20**	3	11	2	**	4	6	2	**	16	11	6	14	13	**
	1%	*1%*	*1%*	*2%*	**	*1%*	*1%*	*1%*	**	*1%*	*1%*	*1%*	*1%*	*1%*	**

Columns Tested: a,b,c,d - a,b,c,d - a,b,c - a,b,c

Weighting Var
Base: All

	TOTAL	Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:				Mail received at your location				
		First class services	Second class services	Tracked services /special delivery	International tracked services /special delivery	Standard/economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	All Letters	Packets and Parcels	Others
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d	a	b	c	d	e
Unweighted total	2000	428	318	347	86	87	1217	1050	80	17	30	11	1865	1568	1876	1573	1947
Weighted total	2000	400	291	352	97	87	1154	937	76	16	30	11	1847	1481	1857	1507	1939
North 0-9 Employees	**380**	60	49	52	13	11	201	172	4	**	**	**	342	271	342	276	367
	19%	*15%*	*17%*	*15%*	*14%*	*13%*	*17%*	*18%*	*6%*	**	**	**	*19%*	*18%*	*18%*	*18%*	*19%*
											a						
North 10+ Employees	**20**	7	4	3	1	1	15	12	2	**	**	**	19	18	20	18	20
	1%	*2%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*3%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Mids 0-9 Employees	**460**	116	73	85	33	22	262	226	18	**	**	**	431	338	433	350	443
	23%	*29%*	*25%*	*24%*	*34%*	*25%*	*23%*	*24%*	*24%*	**	**	**	*23%*	*23%*	*23%*	*23%*	*23%*
Mids 10+ Employees	**20**	6	5	5	*	*	15	14	1	**	**	**	19	18	19	18	19
	1%	*2%*	*2%*	*1%*	*%*	*%*	*1%*	*1%*	*1%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
South 0-9 Employees	**820**	159	114	158	40	42	491	354	38	**	**	**	761	606	766	625	797
	41%	*40%*	*39%*	*45%*	*41%*	*49%*	*43%*	*38%*	*51%*	**	**	**	*41%*	*41%*	*41%*	*41%*	*41%*
							b										
South 10+ Employees	**20**	5	3	4	1	1	13	11	1	**	**	**	19	18	19	17	20
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	43	39	44	7	8	144	136	11	**	**	**	237	196	238	185	252
	13%	*11%*	*13%*	*12%*	*7%*	*9%*	*12%*	*14%*	*15%*	**	**	**	*13%*	*13%*	*13%*	*12%*	*13%*
Wal/Sco/NI 10+ Employees	**20**	5	4	3	1	1	13	13	1	**	**	**	19	16	19	17	19
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	**	**	**	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e - a,b - a,b,c,d - a,b,c,d,e

Weighting Var
Base: All

	TOTAL	Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	c	*d	a	b	a	b	a	*b	a	b	a	b	c
Unweighted total	2000	1151	1878	461	21	1607	67	305	1609	362	17	91	336	229	1424	338
Weighted total	2000	1107	1862	406	19	1579	81	329	1574	369	22	98	330	224	1452	318
North 0-9 Employees	380	209	346	78	**	290	19	62	289	89	**	9	85	33	273	70
	19%	19%	19%	19%	**	18%	24%	19%	18%	24%	**	9%	26% a	15%	19%	22% a
North 10+ Employees	20	12	20	5	**	17	*	4	16	3	**	1	3	3	13	4
	1%	1%	1%	1%	**	1%	1%	1%	1%	1%	**	1%	1%	1%	1%	1%
Mids 0-9 Employees	460	239	441	80	**	387	13	82	351	85	**	28	73	69	324	67
	23%	22%	24%	20%	**	24%	16%	25%	22%	23%	**	29%	22%	31% bc	22%	21%
Mids 10+ Employees	20	13	20	4	**	16	*	3	16	5	**	2	5	4	13	3
	1%	1%	1%	1%	**	1%	*%	1%	1%	1%	**	2%	1%	2%	1%	1%
South 0-9 Employees	820	470	756	172	**	622	41	141	650	142	**	48	122	83	611	126
	41%	42%	41%	42%	**	39%	51%	43%	41%	39%	**	49% b	37%	37%	42%	40%
South 10+ Employees	20	14	19	6	**	16	1	4	15	4	**	1	4	2	14	4
	1%	1%	1%	2%	**	1%	1%	1%	1%	1%	**	1%	1%	1%	1%	1%
Wal/Sco/NI 0-9 Employees	260	139	241	55	**	215	6	30	220	38	**	8	35	29	190	40
	13%	13%	13%	13%	**	14%	7%	9%	14% a	10%	**	8%	11%	13%	13%	12%
Wal/Sco/NI 10+ Employees	20	12	19	6	**	16	1	2	17	3	**	*	3	2	14	4
	1%	1%	1%	1%	**	1%	1%	1%	1%	1%	**	*%	1%	1%	1%	1%

Columns Tested: a,b,c,d - a,b - a,b - a,b - a,b - a,b,c

Weighting Var
Base: All

	TOTAL	Considered trying provider other than RM			Have moved to communication methods other than post	
		Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	c	a	b
Unweighted total	**2000**	239	117	1621	1100	900
Weighted total	**2000**	269	135	1579	1075	925
North 0-9 Employees	**380**	55	36	284	219	161
	19%	*20%*	*27%* c	*18%*	*20%*	*17%*
North 10+ Employees	**20**	2	1	16	11	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
Mids 0-9 Employees	**460**	65	29	364	231	229
	23%	*24%*	*21%*	*23%*	*22%*	*25%*
Mids 10+ Employees	**20**	2	2	16	12	8
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
South 0-9 Employees	**820**	114	56	644	444	376
	41%	*42%*	*41%*	*41%*	*41%*	*41%*
South 10+ Employees	**20**	3	1	16	11	9
	1%	*1%*	*1%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	27	10	223	134	126
	13%	*10%*	*7%*	*14%* b	*13%*	*14%*
Wal/Sco/NI 10+ Employees	**20**	2	1	17	12	8
	1%	*1%*	**%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c - a,b

Weighting Var
Base: All

	TOTAL	Month											
		Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	**2000**	193	142	165	220	167	113	147	136	217	181	187	132
Weighted total	**2000**	179	168	152	207	177	116	119	144	237	174	198	128
North 0-9 Employees	**380**	31	31	33	38	26	31	27	23	45	23	37	35
	19%	*17%*	*18%*	*22%*	*19%*	*14%*	*27%*	*23%*	*16%*	*19%*	*13%*	*19%*	*27%*
				j			**aehj**	j					**aehj**
North 10+ Employees	**20**	2	1	2	2	1	1	3	1	1	1	1	2
	1%	*1%*	**%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*2%*
Mids 0-9 Employees	**460**	55	33	27	47	43	25	23	31	62	55	29	32
	23%	*31%*	*20%*	*18%*	*23%*	*24%*	*21%*	*19%*	*21%*	*26%*	*31%*	*15%*	*25%*
		bcgk			k	k				k	**bcghk**		k
Mids 10+ Employees	**20**	2	*	3	2	1	2	2	1	2	2	2	1
	1%	*1%*	**%*	*2%*	*1%*	*1%*	*2%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*
South 0-9 Employees	**820**	59	81	65	88	78	40	48	68	89	66	94	45
	41%	*33%*	*48%*	*43%*	*42%*	*44%*	*34%*	*40%*	*47%*	*37%*	*38%*	*48%*	*35%*
			afil	a	a	a			**afl**			**afil**	
South 10+ Employees	**20**	2	1	2	3	1	1	3	1	1	2	1	2
	1%	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	26	20	19	23	26	16	12	17	36	23	33	10
	13%	*15%*	*12%*	*12%*	*11%*	*14%*	*14%*	*10%*	*12%*	*15%*	*13%*	*17%*	*8%*
		l								l		l	
Wal/Sco/NI 10+ Employees	**20**	2	1	2	3	2	1	2	2	2	2	1	2
	1%	*1%*	*1%*	*1%*	*1%*	*1%*	*1%*	*2%*	*1%*	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l

Weighting Var
Base: All

	TOTAL	Quarter			
		Q1 2017	Q2 2017	Q3 2017	Q4 2017
Significance Level: 95%		a	b	c	d
Unweighted total	**2000**	500	500	500	500
Weighted total	**2000**	500	500	500	500
North 0-9 Employees	**380**	95	95	95	95
	19%	*19%*	*19%*	*19%*	*19%*
North 10+ Employees	**20**	5	5	5	5
	1%	*1%*	*1%*	*1%*	*1%*
Mids 0-9 Employees	**460**	115	115	115	115
	23%	*23%*	*23%*	*23%*	*23%*
Mids 10+ Employees	**20**	5	5	5	5
	1%	*1%*	*1%*	*1%*	*1%*
South 0-9 Employees	**820**	205	205	205	205
	41%	*41%*	*41%*	*41%*	*41%*
South 10+ Employees	**20**	5	5	5	5
	1%	*1%*	*1%*	*1%*	*1%*
Wal/Sco/NI 0-9 Employees	**260**	65	65	65	65
	13%	*13%*	*13%*	*13%*	*13%*
Wal/Sco/NI 10+ Employees	**20**	5	5	5	5
	1%	*1%*	*1%*	*1%*	*1%*

Columns Tested: a,b,c,d